PRIVACY POLICY

August - 29 - 2026

This Privacy Notice for **Bocati** (doing business as Bocati) ("we," "us," or "our") describes how and why we might access, collect, store, use, and/or share ("process") your personal information when you use our services ("Services"), including when you:

- Visit our website at https://bocati.app/ or any website of ours that links to this Privacy Notice
- Download and use our mobile application (Bocati), or any other application of ours that links to this Privacy Notice
- Use Bocati platform and services
- Engage with us in other related ways, including any marketing or events

About Bocati

Bocati is a digital platform available as a mobile application and web application that serves as an intermediary between users and restaurants. The platform centralizes discounted food offerings from participating restaurants, including surplus food items and selected daily menu products. Restaurants use Bocati to list surplus food items and regular menu products at discounted prices, allowing them to reduce food waste and increase visibility for their offerings.

How It Works

Users can browse available discounted products through the application and place reservations for selected items. Users may initially explore the platform; however, account registration is required to complete a reservation. Registration enables proper database management and allows restaurants to verify the identity of users who place reservations.

During registration, users provide an email address and later complete their profile with additional information such as name and phone number. Once a reservation is made, the restaurant receives the reservation details through the platform. The user is provided with a reservation code, which must be presented at the restaurant upon arrival to claim the reserved products.

Bocati collects and processes personal data solely for purposes related to account management, reservation processing, user identification, and the operation and improvement of the service.

Questions or Concerns?

Reading this Privacy Notice will help you understand your privacy rights and choices. We are responsible for making decisions about how your personal information is processed. If you do not

agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at **bocatiapp@gmail.com**.

SUMMARY OF KEY POINTS

This summary provides key points from our Privacy Notice, but you can find out more details about any of these topics by using our table of contents below to find the section you are looking for.

What personal information do we process? When you visit, use, or navigate our Services, we may process personal information depending on how you interact with us and the Services, the choices you make, and the products and features you use.

Do we process any sensitive personal information? We do not process sensitive personal information (such as racial or ethnic origins, sexual orientation, and religious beliefs).

Do we collect any information from third parties? We do not collect any information from third parties.

How do we process your information? We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so.

In what situations and with which types of parties do we share personal information? We may share information in specific situations and with specific categories of third parties, including participating restaurants on our platform and our product analytics provider.

How do we keep your information safe? We have adequate organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.

What are your rights? Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information.

How do you exercise your rights? The easiest way to exercise your rights is by visiting https://bocati.netlify.app/ or by contacting us directly. Users of the Bocati mobile application can also delete their account and all associated personal data directly within the app by navigating to the 'Profile' or 'Settings' menu and selecting the 'Delete Account' option. This process will permanently remove your data from our active databases, subject to certain legal exceptions.

Want to learn more? Review the Privacy Notice in full below.

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1. WHAT INFORMATION DO WE COLLECT?

Personal Information You Disclose to Us

In Short: We collect personal information that you provide to us.

We collect personal information that you voluntarily provide to us when you register on the Services, express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

Personal Information Provided by You

The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include the following:

- Names
- Surnames (Last names)
- Phone numbers
- Email addresses
- Profile photo / user-provided images (optional)

Sensitive Information

We do not process sensitive information.

Application Data

If you use our application(s), we also may collect the following information if you choose to provide us with access or permission:

- **Push Notifications:** We may request to send you push notifications regarding your account or certain features of the application(s). If you wish to opt out from receiving these types of communications, you may turn them off in your device's settings.
- **Authentication Methods:** User registration and authentication methods may vary depending on the platform:
  - **iOS Mobile App:** Users register and log in using email verification codes (passwordless authentication)
  - **Web Platform:** Users register and log in using email and password

This information is primarily needed to maintain the security and operation of our application(s), for troubleshooting, and for our internal analytics and reporting purposes.

Important: All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

Information Automatically Collected

In Short: Some information — such as your Internet Protocol (IP) address and/or browser and device characteristics — is collected automatically when you visit our Services.

We automatically collect certain information when you visit, use, or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, information about how and when you use our Services, and other technical information.

This information is primarily needed to maintain the security and operation of our Services, and for our internal analytics and reporting purposes.

The information we collect includes:

- **Log and Usage Data:** Log and usage data is service-related, diagnostic, usage, and performance information our servers automatically collect when you access or use our Services and which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type, and settings and information about your activity in the Services (such as the date/time stamps associated with your usage, pages and files viewed, searches, and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called "crash dumps"), and hardware settings).
- **Mobile Application Device Data:** When you use our mobile application, we automatically collect your device model, operating system version, installed app version, and configured language through standard device libraries (Expo Device, Expo Application, Expo Localization).

IP Address Collection for Security: We collect IP addresses as a critical security measure to prevent spam, fraudulent activities, injection attacks, and other malicious behavior. This data is used exclusively for security monitoring, fraud prevention, and maintaining the integrity of our Services. We also use your IP address to estimate an approximate location (city/country) for product analytics purposes, as described in Section 11. IP addresses are not used for marketing or third-party advertising purposes.

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2. HOW DO WE PROCESS YOUR INFORMATION?

In Short: We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- **To facilitate account creation and authentication and otherwise manage user accounts:** We may process your information so you can create and log in to your account, as well as keep your account in working order.
- **To deliver and facilitate delivery of services to the user:** We may process your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users:** We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- **To send administrative information to you:** We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.
- **To fulfill and manage your orders:** We may process your information to fulfill and manage your reservations and orders made through the Services.
- **To send you marketing and promotional communications:** We may process the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time.
- **To protect our Services:** We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.
- **To evaluate and improve our Services, products, marketing, and your experience:** We may process your information, including through product analytics (see Section 11), when we believe it is necessary to identify usage trends, determine the effectiveness of our promotional campaigns, and to evaluate and improve our Services, products, marketing, and your experience.
- **To identify usage trends:** We may process information about how you use our Services to better understand how they are being used so we can improve them and support internal business and marketing decisions.
- **To comply with our legal obligations:** We may process your information to comply with our legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.

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3. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

In Short: We may share information in specific situations described in this section and/or with the following categories of third parties.

Sharing with Participating Restaurants

We share your information with Participating Restaurants on the Bocati platform. When you make a reservation, the specific restaurant will receive **either your email address OR your full name and surname** to verify your identity and validate the reservation upon pickup. The specific information shared depends on what you have registered in your profile:

- If you have only provided an email address, the restaurant will receive only your email
- If you have completed your profile with your name and surname, the restaurant will receive your full name and surname instead of your email

Additionally, the restaurant will receive the details of your reservation (items and quantities). This disclosure is strictly necessary for the restaurant to verify your identity and validate the reservation upon pickup. **We do not authorize restaurants to use this information for marketing purposes without your explicit consent.**

Vendors, Consultants, and Other Third-Party Service Providers

We may share your data with third-party vendors, service providers, contractors, or agents ("third parties") who perform services for us or on our behalf and require access to such information to do that work.

We have contracts in place with our third parties, which are designed to help safeguard your personal information. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will also not share your personal information with any organization apart from us. They also commit to protect the data they hold on our behalf and to retain it for the period we instruct.

The categories of third parties we may share personal information with are as follows:

- Cloud Computing Services
- Communication & Collaboration Tools
- Data Storage Service Providers
- Website Hosting Service Providers
- Testing Tools
- User Account Registration & Authentication Services
- **Product Analytics Providers** (currently PostHog Inc., based in the United States)

Other Situations

We also may need to share your personal information in the following situations:

- **Business Transfers:** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

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4. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We keep your information for as long as necessary to fulfill the purposes outlined in this Privacy Notice unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than the period of time in which users have an account with us.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

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5. HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.

Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

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6. DO WE COLLECT INFORMATION FROM MINORS?

In Short: We do not knowingly collect data from or market to children under 14 years of age.

We do not knowingly collect, solicit data from, or market to children under 14 years of age, nor do we knowingly sell such personal information. By using the Services, you represent that you are at least 14 years of age, or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services.

If we learn that personal information from users less than 14 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 14, please contact us at **bocatiapp@gmail.com**.

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7. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: You may review, change, or terminate your account at any time, depending on your country, province, or state of residence.

Withdrawing Your Consent

If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us using the contact details provided in the section "How Can You Contact Us About This Notice?" below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Opting Out of Marketing and Promotional Communications

You can unsubscribe from our marketing and promotional communications at any time by clicking on the unsubscribe link in the emails that we send, or by contacting us using the details provided in the section "How Can You Contact Us About This Notice?" below.

You will then be removed from the marketing lists. However, we may still communicate with you — for example, to send you service-related messages that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes.

By creating an account, users consent to receive service-related and promotional communications from Bocati. Users may opt out of promotional communications at any time using the methods described in Section 9.

Account Information

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Log in to your account settings and update your user account

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

You may also request the deletion of your specific product analytics data stored with PostHog by emailing us at **bocatiapp@gmail.com**.

If you have questions or comments about your privacy rights, you may email us at **bocatiapp@gmail.com**.

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8. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected.

At this stage, no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this Privacy Notice.

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9. PROMOTIONS / MARKETING COMMUNICATIONS

Users may receive marketing and promotional communications from Bocati via email, push notifications, SMS, WhatsApp, or in-app messages.

How to Unsubscribe

You can unsubscribe from our marketing communications at any time using the following methods:

- **Email:** Click the unsubscribe link in any marketing email we send
- **SMS/WhatsApp:** Reply with the word "UNSUBSCRIBE" to any promotional message
- **Push Notifications:** Disable notifications in your device settings
- **Customer Service:** Contact us through our Customer Service page at https://bocati.netlify.app/customerservice

You will then be removed from the marketing lists. However, we may still communicate with you for essential service-related messages that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes.

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10. USER-GENERATED CONTENT / PROFILE PHOTOS

Customers may optionally upload profile photos. These images are visible within the application and can be deleted or updated by the user at any time.

Restaurant accounts are required to upload a logo or profile image, which will be publicly visible in the app.

Camera and Photo Gallery Access

Access to your device's camera or photo gallery is only requested when you or a restaurant actively choose to upload an image. No images are accessed or collected without your explicit action to select or capture a photo. The data is processed solely for the purpose of displaying the uploaded image within the Bocati platform. You can delete or update these images at any time through your profile settings.

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11. DO WE USE COOKIES, ANALYTICS, AND OTHER TRACKING TECHNOLOGIES?

In Short: We use cookies only for essential web functionality and security. We also use PostHog, a product analytics tool, across our web platform, mobile application, and backend to understand how Bocati is used and to improve our product and marketing decisions. We do not use tracking technologies for third-party advertising, and we do not track your activity across other apps.

Web Platform (bocati.app)

On our web platform, we use cookies and similar session management technologies to:

- Maintain your login session (so you don't have to log in repeatedly)
- Remember your preferences
- Ensure the security of your account

These are technical cookies necessary for the website to function properly. You can manage your cookie preferences through your browser settings; however, disabling these essential cookies may prevent you from using certain features of our web Services.

Product Analytics (PostHog) — Web, Mobile Application, and Backend

We use **PostHog**, a product analytics provider based in the United States, on our web platform, our mobile application, and our backend servers.

What we measure through PostHog:

- An internal numeric identifier (the same customer or restaurant account ID already used in our database) — never your name, email address, or phone number
- On the mobile application: device model, operating system, installed app version, and configured language
- Your IP address, used only to estimate an approximate location (city/country), not a precise location
- Behavioral events: screens visited, searches performed, filters used, products viewed, products added to or removed from the cart, reservations confirmed or canceled, registration and login, and restaurant profile visits
- On the mobile application, automatic capture of general on-screen interactions (which buttons or elements you tap, in aggregate) to help us understand which parts of the app are used most. This capture does not include screen recording or visual screenshots of your device

What we do NOT do:

- We do not collect your name, email address, phone number, or physical address as part of analytics data
- We do not record or play back your screen. We have PostHog's "Session Replay" feature installed, but it is **intentionally turned off** and not currently in use. If we activate it in the future, we will notify you and update this Privacy Notice beforehand
- We do not share this information with advertising networks or use it for targeted advertising
- We do not track your activity across other apps outside of Bocati (cross-app tracking)

You may request the deletion of your specific product analytics data at any time by emailing us at **bocatiapp@gmail.com**.

Mobile Application — Cookies

The mobile application does not use cookies. Session management on mobile is handled natively by the application without the use of cookies.

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12. THIRD-PARTY SERVICES

Certain personal information may be shared with third-party service providers such as cloud computing, email delivery, testing services, and product analytics services (currently PostHog Inc.) solely for the purpose of providing Bocati's services. These providers are bound by confidentiality and data protection obligations.

Our product analytics provider processes data on servers located in the **United States**. By using our Services, you consent to this international transfer of data, which is carried out under confidentiality and data protection agreements with our provider.

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13. DISCLAIMER — RESTAURANT SERVICES AND RESERVATIONS

Bocati acts solely as an intermediary platform connecting customers with restaurants. Bocati is not responsible for the quality of food, service issues, incorrect billing, or any incidents occurring at the restaurants, including but not limited to food safety problems, intoxication, incorrect reservations, or disputes between customers and restaurants.

Users experiencing any issue are encouraged to contact Bocati through our Customer Service page (https://bocati.netlify.app/customerservice), but Bocati does not assume liability for actions or omissions of restaurants or users.

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14. APPLICABLE LEGISLATION — COLOMBIA

Bocati complies with applicable Colombian data protection laws, including **Ley 1581 de 2012** and related regulations regarding the collection, storage, and processing of personal information. Users' personal data will be handled in accordance with these laws, ensuring confidentiality, accuracy, and security.

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15. DO WE MAKE UPDATES TO THIS NOTICE?

In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this Privacy Notice from time to time. The updated version will be indicated by an updated "Last updated" date at the top of this Privacy Notice. If we make material changes to this Privacy Notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification.

We encourage you to review this Privacy Notice frequently to be informed of how we are protecting your information.

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16. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may email us at **bocatiapp@gmail.com** or contact us by post at:

Bocati
Medellín, Antioquia
Colombia

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17. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

You have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law.

How to Exercise Your Rights

You have the right to request the deletion of your personal information. In addition to contacting us, users of the Bocati mobile application can delete their account and all associated personal data directly within the app by navigating to the **'Profile'** or **'Settings'** menu and selecting the **'Delete Account'** option. This process will permanently remove your data from our active databases, subject to certain legal exceptions.

To request to review, update, or delete your personal information, you may:

- Visit our support page: https://bocati.netlify.app/customerservice
- Email us directly at: **bocatiapp@gmail.com**
- Use the in-app deletion feature as described above

We will respond to your request in accordance with applicable data protection laws.

At Bocati, we believe transparency builds trust. Your privacy matters to us, and we're committed to handling your information responsibly. If you ever have questions or concerns about how we protect your data, don't hesitate to reach out — we're here to help.