

uniqDine — Privacy Policy (Customer)

Last updated: 23-10-2025

1) Who we are

uniqDine (“we”, “us”, “our”) is a food discovery and delivery platform operated by CampusDine Private Limited, registered at 124, J-Block, Ashok Vihar Phase-3 Extension, Guragaon, Haryana, India, 122001. This Policy explains how we collect, use, share and protect your information when you use our website, apps, and related services (“uniqDine Platform”).

2) Information we collect

- Account & identity: name, mobile number, email, profile photo (optional), date of birth (optional).
- Addresses: delivery and saved locations.
- Order & support data: cart, orders, refunds, chats/calls with support.
- Payment data: masked card/bank/UPI identifiers and payment status via PCI-compliant providers (we don't store full card details).
- Device & usage: app version, device IDs, IP, logs, crash reports, cookies/SDKs, and approximate location (for service availability).
- Contacts/social (optional): if you connect contacts or sign in via Google/Apple, we receive limited data per your permissions.
- Feedback & UGC: ratings, reviews, photos you upload.

3) How we use your information (legal bases)

- Provide services: create accounts; place, pay, deliver, and track orders; customer support; service notifications. (Contractual necessity)
- Improve & secure: troubleshooting, analytics, A/B tests, fraud prevention, and abuse detection. (Legitimate interests)
- Personalize: recommendations, recently ordered items, in-app sorting. (Legitimate interests/consent where required)
- Marketing: offers and updates via app, email, SMS, or push—only if you opt in; you can opt out anytime. (Consent/legitimate interests)
- Legal: comply with tax, accounting, and law-enforcement requests. (Legal obligation)

4) Cookies, SDKs & similar tech

We use cookies/SDKs to remember your session, enable core features (cart, login), measure performance, and (with consent) personalize content/ads. You can manage preferences in Settings → Privacy → Cookies/Tracking and via your device/browser controls.

5) Sharing your information

We share only what's necessary with:

- Restaurants/Stores & Delivery Partners to prepare and deliver orders.
- Payments & SMS/email providers to process payments and send OTPs/alerts.
- Cloud/IT, analytics, customer-support & security vendors who process data under contracts.
- Group companies (if any) for operational support under this Policy.

- Authorities where required by law or to protect rights, safety, or prevent fraud.
- We do not sell your personal data.

6) Your choices & rights

- Access/Correct/Delete: request a copy, correction, or deletion of your data (subject to lawful retention).
 - Portability: download key account/order data in a machine-readable format.
 - Marketing opt-outs: toggle off in Settings or use “unsubscribe” links/SMS STOP.
 - Cookie/Ad controls: manage in Settings and device/browser privacy settings.
 - Permissions: you can revoke contacts/location/notifications any time at OS level.
- To exercise rights: email [privacy@uniqdine.app] or use Settings → Privacy Requests in the app.

7) Data retention

We keep data for as long as your account is active or as needed to provide services, resolve disputes, prevent fraud/abuse, and meet legal obligations (e.g., tax/GST). Then we delete or irreversibly anonymize it.

8) Security

We use industry-standard technical and organizational measures: encryption in transit, access controls, monitoring, and vendor due diligence. No method is 100% secure; report issues to [security@uniqdine.app].

9) Children (should we keep this or not)

uniqDine is not intended for children under 18. If we learn a minor has provided personal data without guardian consent, we will delete it.

10) International transfers

Where data is processed outside India by vetted vendors, we use contractual safeguards consistent with applicable laws. Primary storage is intended in India where feasible.

11) Public content

Your reviews/photos/profile name may be visible to others on uniqDine. Don't share personal or sensitive info in public posts.

12) In-app privacy features

We provide easy controls for order-visibility, contact-based recommendations, and ad/cookie preferences inside Settings → Privacy. (Optional: add a private/“incognito” ordering toggle if you plan to ship this.)

13) Grievance

- Grievance Officer: Nishchay Yadav, nishchay@uniqdine.com, 124, J-Block, Ashok Vihar Phase-3 Extension, Guragaon, Haryana, India, 122001, +91-9784848043, available Monday-Friday from 9am to 5 pm.

14) Changes to this Policy

We'll post updates here and notify you in-app/email for material changes. Continued use means you accept the updated Policy.

15) Applicable law

This Policy is governed by Indian law, including the Digital Personal Data Protection Act, 2023 and rules notified thereunder, where applicable.