

Privacy Policy

YOBA Consumers

This Privacy Statement was last updated on June 15th, 2021.

YOBA (Your Own Business App) is an online ordering service provided by Shop Front Online. We may collect personal information to help you place and receive orders and to improve the YOBA service. This Privacy Statement explains how Shop Front Online (“SFO,” “we,” “us,” or “our”) handles your personal information when you place an order through though a YOBA app (the “App”).

Information You Provide Directly

You may provide information to us when you place orders through the App, or request a reservation. This information may include your name, email address, phone number, delivery address, and payment information, including credit card information and billing address used to complete the purchase transaction, and other information that may identify you. When you place an order through our Services we collect information related to that order including the date and time of the purchase and delivery.

Information We Collect Automatically

We also may receive and store certain information about you and your device(s) automatically when you place an order through the App. This information may include:

- Information related to the device you use to access our Services;
- The type of operating system you use to access our Services;
- Your IP address;

We save and store the information we collect or receive about you to and provide it to the Merchant so that they:

- Receive and process your orders and manage your deliveries;

- Complete your purchase transactions;
- Contact you in connection with your orders and deliveries;
- Contact you with promotional offerings or other communications that may be of interest to you;
- Respond to your questions and assist with problems with our Services;
- Improve the content and functionality of our Services;
- Help the Merchants better understand their business and improve their offerings;
- Manage our everyday business needs, such as auditing, administration of our Services, fulfilment, analytics, fraud prevention, and enforcement of our corporate reporting obligations and Terms of Service, or to comply with the law;

We may use your information for any other purpose disclosed to you at the time we collect or receive the information, or otherwise with your consent or as permitted or required by law.

Any communication or material you transmit to us via e-mail or otherwise, including any data, questions, comments, suggestions or the like, but not including your personal information and any requests, comments or concerns regarding your personal information, will be treated as confidential and non-proprietary.

Location Information

If you permit the Services to access location services through the permission system used by your mobile operating system (“Platform”), we may also collect the precise location of your device when the App is running in the foreground or background of your device while we are processing your order. You can choose whether to enable the location tracking feature through the settings on your device or Platform or when prompted by the mobile app. Location tracking is used to track delivery drivers.

Sharing with Third Parties

To help us provide the YOBA service, we may share your information with entities that provide services to us, including third parties that provide payment processing, advertising services, web analytics, data processing, IT services, customer support and other services. To help ensure you receive from a delivery driver a high quality delivery, we also may share your information, including your personal information, with delivery drivers, who complete your requested deliveries. Similarly, we may share your name, phone number, order information, customer feedback and other information related to your orders with Merchants. We may also disclose aggregated or anonymized information to third parties.

When Required By Law

We recognise that information related to your orders could contain private information. However, we may be required to disclose your information to third parties including law enforcement agencies when required to protect and defend our legal rights, protect the safety and security of users of our Services, prevent fraud, comply with the law, respond to legal process, or a request for cooperation by a government entity.

Corporate Transactions

In the event of sale, transfer, merger, reorganisation, dissolution, or similar event we may transfer your information to one or more third parties as part of that transaction.

Data Retention

We will retain your personal information for as long as is required to meet legal requirements in each country of operation including maintaining a record of your transactions for financial reporting purposes. We will also retain and use your personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

We may aggregate and anonymize data and may retain aggregate or anonymized data indefinitely.

Your Choices

If you are a registered YOBA Merchant you may access or modify information related to the Order and personal information by logging into the App using your username and password.

Children's Information

Our Services are not intended for children under 13 years of age and we do not knowingly collect personal information from children under the age of 13. If you are a parent or guardian of a child under the age of 13 and believe he or she has disclosed personally identifiable information to us please contact us at privacy@shopfrontonline.com.au. A parent or guardian of a child under age 13 may review and request deletion of the child's personal information.

International Users

Shop Front Online is an Australian business and as a result, regardless of where you use our Services, the information collected as part of that use will be stored and maintained on servers located in Australia. We may from time to time, use third party storage providers for this purpose. As we are an Australian business, any information we obtain about you will at a minimum be stored in accordance with Australian privacy laws, regulations, and standards, which may not be equivalent to the laws in your country of residence. By using our Services, you consent to this collection, transfer, storage, and processing of information in Australia.

Security

We have implemented administrative, technical, and physical security controls that are designed to safeguard personal information. However, no online activity is ever fully secure or error-free. Therefore, Shop Front Online does not guarantee that

your personal information is absolutely secure. Please keep this in mind when disclosing any personal information or other information to us.

You are responsible for safeguarding your username and password.

Changes to This Privacy Statement

Our Services may change from time to time. As a result, we reserve the right to update or modify this Privacy Statement at any time and from time to time without prior notice. If we make any material changes to the way we use or disclose your personal information, we will notify you by email, at the email address you have provided to us. If you object to any changes you must cease using our Services. Please review this Privacy Statement periodically by visiting this webpage. This Privacy Statement was last updated on the date indicated at the top of this page. Your continued use of our Services after any changes or revisions to this Privacy Statement indicates your agreement to the terms of the revised Privacy Statement.

Contact Us

If you have any questions or concerns relating to this Privacy Statement or our privacy practices please contact us at:

privacy@shopfrontonline.com.au

If you make a complaint, we will endeavour to respond to it as soon as possible. If you are dissatisfied with our response, you may have the right to make a complaint to the Office of the Australian Information Commissioner by phoning 1300 363 992 or by email at enquiries@oaic.gov.au.