

Loop by Ulibero — Privacy Policy

Loopyi, LLC, (“**Loopyi**”, “**we**”, “**us**”, “**our**”), operates the Loop by Ulibero platform (“**Loop**”), a global Point of Sale and restaurant management solution. This Privacy Policy outlines how we collect, use, share, and protect your personal data when you visit our websites, use the Loop web application, or otherwise interact with our services.

1. Introduction

Your privacy is important to us. By using our services, you agree to the practices described in this Privacy Policy. If you do not agree, please discontinue using our services.

2. Scope

This Privacy Policy applies to: - Merchants and their staff using Loop; - End customers using Loop to view menus, place orders, and make payments; - Visitors to our marketing websites; - Prospective customers, partners, and suppliers.

3. Information We Collect

a) Information You Provide: Account details, contact information, restaurant profile, menu content, table layouts, order information, messages to our AI assistant, and support inquiries.

b) Information We Collect Automatically: Device identifiers, IP address, browser type, operating system, usage data, cookies, and performance logs.

c) Information from Third Parties: Payment processors (tokenized payment data, last four digits, transaction status), analytics providers, fraud prevention services, identity verification providers, and publicly available sources.

4. How We Use Your Information

We process personal data to: - Deliver, operate, and maintain our services; - Facilitate orders, transactions, and payments; - Personalize and improve the user experience; - Ensure security, prevent fraud, and comply with legal requirements; - Communicate service updates, promotions, and support messages; - Perform analytics and improve platform performance.

5. Legal Bases for Processing (Where Applicable)

- **Contractual Necessity:** To provide and fulfill our services.
 - **Legal Compliance:** To meet legal and regulatory obligations.
 - **Legitimate Interests:** For fraud prevention, security, and service improvement.
 - **Consent:** For marketing and non-essential cookies, where required by law.
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6. Sharing of Information

We share data only as necessary: - **Service Providers:** Hosting, analytics, payments, support. - **Merchants:** Order and customer details for fulfillment. - **Legal Authorities:** Where required by law. - **Corporate Transactions:** As part of a merger, acquisition, or asset transfer. - **With Consent:** Where you explicitly request or approve.

7. International Data Transfers

We operate globally and may transfer your data internationally. Where required, we use safeguards such as Standard Contractual Clauses, the UK Addendum, or other approved transfer mechanisms.

8. Data Retention

We retain personal data only as long as necessary for service delivery, legal compliance, or legitimate business purposes.

9. Security Measures

We employ encryption (in transit and at rest), access controls, monitoring, and regular security audits to protect personal data.

10. Your Rights

Depending on your location, you may have rights to: - Access, correct, or delete your personal data; - Restrict or object to processing; - Request data portability; - Withdraw consent where applicable.

To exercise rights, email [**Contact Email**].

11. Cookies and Tracking

We use cookies and similar technologies for essential functionality, preferences, analytics, and (where consented) marketing. See our **Cookie Policy** for details.

12. Children's Privacy

Loop is not directed to children under 13 (or 16 where applicable). We do not knowingly collect data from children.

13. Changes to this Policy

We may update this Privacy Policy. Material changes will be communicated via email, in-app notice, or website posting.
