

# Privacy Policy

**Bamboo Kitchens, Inc.**

*Last updated March 16, 2026*

## Introduction

Bamboo Kitchens, Inc. ("Bamboo Kitchens", "we", "us", "our") is a Delaware corporation. We have adopted this Privacy Policy to make it easy for you to understand what sorts of information Bamboo Kitchens collects and how we use that information. This Privacy Policy discloses information we collect, process, and use when you visit our website (the "Site") and any related services, applications, mobile apps, software, and content offered through or in connection with the Site (collectively, the "Services"). Please read this Privacy Policy carefully. If you do not consent to the practices detailed in this Privacy Policy you should not use this Site.

We may update this Privacy Policy from time to time. All changes are effective immediately when we post them, and we will use reasonable efforts to alert you about any changes by updating the "Last updated" date of this Privacy Policy. By continuing to use the Sites or Services after the date such revised Privacy Policy is posted, you will be subject to, and be deemed to have accepted, the changes therein.

## Information We Collect & How We Collect It

While using our Site we collect certain information that can be used to contact or identify you ("Personal Information") during your interactions with our Services. The Personal Information we collect can include the following, which for reference is categorized under the letters set forth in the California Privacy Rights Act (California Civil Code 1798.140(v)(1)):

(A) Identifiers such as a real name, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, mobile phone number, or other similar identifiers. (B) Personal information described in subdivision (e) of California Civil Code Section 1798.80.

We collect this information in the following ways:

- You may voluntarily provide us certain information, for example your real name, email address, or mobile phone number, when you interact with the Site, complete our partner onboarding form, or use our Services.
- Our servers automatically collect certain information from your browser or device when you visit our Site, sometimes called "Log Data." Log Data includes information such as your device's IP address, browser type, browser version, language, connection type, and the time and date of your request.
- Our service providers that administer Services for us, for example our hosting provider(s), may provide us access to certain information we request from time to time.

## How We Use Information We Collect

We use your Personal Information for the following purposes, and as otherwise described in this Privacy Policy or at the time of collection:

**Delivery of Services.** We may use your Personal Information in order to achieve our legitimate business interest of delivering Services you request or to fulfill contractual obligations to you.

**Partner Communications.** We use your contact information, including mobile phone number, to send you operational communications related to your Bamboo partnership. This includes support responses, troubleshooting assistance, onboarding notifications, and partnership updates. See the SMS Communications section below for more detail.

**Direct Marketing.** With your consent, we may use your Personal Information to send you our related marketing communications as permitted by law. You will have the ability to opt-out of our marketing and promotional communications by following the unsubscribe link at the bottom of our marketing communications.

**Site Optimization.** We use analytics and search engine providers to assist us in the improvement and optimization of our Site and provide information to providers such as Google for these purposes.

**To comply with laws and regulations.** We may use your Personal Information as we believe necessary or appropriate to comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas or requests from government authorities.

**For compliance, fraud prevention, and safety.** We may use your Personal Information and disclose it to law enforcement, government authorities, and private parties as we believe necessary or appropriate to: (a) protect our, your or others' rights, privacy, safety or property (including by making and defending legal claims); (b) audit our internal processes for compliance with legal and contractual requirements; and (c) protect, investigate and deter against fraudulent, harmful, unauthorized, unethical or illegal activity, including cyber-attacks and identity theft.

**For any other purpose you consent to at the time of collection.** Provided that if we intend to subsequently use your Personal Information for a different purpose, we will obtain your consent for such different purpose.

## **SMS Communications**

Bamboo Kitchens uses SMS messaging to communicate with restaurant partners for operational and support purposes. This section explains how we collect consent, how we use SMS, and your rights regarding SMS communications.

**Consent.** By providing your mobile phone number during our partner onboarding process at [get.bambookitchens.io](https://get.bambookitchens.io), and agreeing to Bamboo's partnership terms and conditions, you consent to receive SMS messages from Bamboo Kitchens. SMS consent is collected through our onboarding form and is required as part of the partner registration process.

**Use of SMS.** We use SMS solely for operational and support purposes, including:

- Responding to partner support queries
- Troubleshooting assistance, including receiving images such as tablet screenshots from partners
- Operational notifications related to your Bamboo partnership

We do not send marketing or promotional SMS messages. We do not use SMS data for advertising purposes and we do not share your mobile phone number or SMS consent data with third parties for marketing purposes.

**Opting Out.** You may opt out of SMS communications at any time by replying STOP to any SMS message from Bamboo Kitchens. After opting out you will no longer receive SMS messages from us, though you may still receive communications via email.

**Message & Data Rates.** Standard message and data rates may apply depending on your mobile carrier and plan.

## **How & When We Share Information**

We may share your Personal Information, for the purposes outlined above, with the following categories of recipients:

**Service providers.** We share your Personal Information with service providers to enable such parties to perform functions on our behalf and under our instructions in order to carry out the purposes identified above (e.g., information technology services, information storage and security, payment processing, fraud detection, communications platforms, customer service functions, statistical analysis).

**Affiliated Companies.** We may also share your Personal Information with our subsidiaries, affiliates, and other related companies for purposes consistent with this Privacy Policy and providing you with our Sites and services.

**Business reorganization.** We may share your Personal Information with any corporate purchaser or prospect to the extent permitted by law as part of any merger, acquisition, sale of company assets, or transition of service to another provider, as well as in the event of insolvency, bankruptcy, or receivership in which Personal Information would be transferred as an asset of Company.

**Mandatory Disclosures and Legal Rights.** We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other legal or governmental request for information. We also share Personal Information to establish or protect our legal rights, property, or safety, or the rights, property, or safety of others, or to defend against legal claims.

We do not sell your Personal Information and will not do so in the future without providing you with notice. We may disclose your Personal Information for the following purposes, which are not a sale: (i) if you direct us to share your Personal Information, (ii) disclosures as part of a merger or asset sale, and (iii) as otherwise required or permitted by applicable law. Similarly, we do not offer financial incentives associated with our collection, use, or disclosure of your Personal Information.

## **Storage of Personal Information**

Our systems are currently based in the United States, so your data will be processed in the United States. As a visitor from outside the United States, by using the site you agree to this Privacy Policy and you consent to the transfer of all such Personal Information to the United States and to the processing of that Personal Information as described in this Privacy Policy. By submitting your Personal Information to us or to a third-party via our Sites or Services, you acknowledge that you will be voluntarily transferring your Personal Information to a jurisdiction which may not provide the same privacy framework as other regions. We take steps to ensure that the data we collect under this Privacy Policy is stored and processed in accordance with this Privacy Policy regardless of where the data is located.

## **Protection of Your Information**

We take our responsibility to protect your information very seriously. While no data transmission is guaranteed to be 100% secure, we use reasonable and appropriate security measures and practices to protect your Personal Information from unauthorized access, use, alteration, and destruction.

## **Data Retention**

We retain Personal Information for as long as necessary for the relevant purpose for which that Personal Information was provided or collected, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). This will be for as long as we provide access to the Sites to you. However, we may keep some data after your account is closed or you cease using our Sites for the purposes set out below.

After you have closed your account or ceased using our Services we usually delete Personal Information, however we may retain Personal Information where reasonably necessary to comply with our legal obligations (including law enforcement requests), meet regulatory requirements, maintain security, prevent fraud and abuse, resolve disputes, enforce our contracts, or fulfill your request to "unsubscribe" from further messages from us.

## **Other Sites, Mobile Applications and Services**

The Site or our Services may contain links to other websites and online services operated by third parties. These links are not an endorsement of, or representation that we are affiliated with, any third party. In addition, our content may be included on web pages or online services that are not associated with us. We do not control third party websites or online services, and we are not responsible for their actions. Other websites and services follow different rules regarding the collection, use and sharing of your Personal Information. We encourage you to read the privacy policies of the other websites and online services you use.

## **California & Nevada Residents**

Under the California Privacy Rights Act of 2020 ("CPRA"), California ("CA") residents have certain rights regarding our collection, use, and sharing of their Personal Information. This Privacy Policy applies to "Consumers" as defined by the CPRA. In the event of a conflict between any of our policies, statements, or notices, including but not limited to this Privacy Policy, this section will prevail as to CA Consumers and their rights under the CPRA.

**Right to Request Deletion.** You have the right to request that we delete any Personal Information about you that we maintain.

**Right to Request Correction.** You have the right to request that we correct any inaccurate Personal Information that we maintain.

**Right to Know What Personal Information is Being Collected.** You have the right to request that we inform you of the (i) categories of Personal Information we have collected about you; (ii) categories of sources from which any Personal Information is collected; (iii) business or commercial purpose for collecting, selling, or sharing any Personal Information we have collected about you; and (iv) categories of third parties to whom we have disclosed any Personal Information.

**Right to Access.** You have a right to request a copy of the Personal Information that we have collected and maintained in the period that is 12 months prior to the request date.

**Right to Know What Personal Information is Being Sold.** You have the right to request the (i) categories of Personal Information that we have sold or shared to a third party and the category of the third party to whom we sold or shared your Personal Information; and (ii) categories of Personal Information we have disclosed to a third party for a business purpose and the category of the third party to whom we disclosed your Personal Information. We do not sell your Personal Information to third parties and have not sold Personal Information in the preceding 12 months.

**Right to Opt Out of Sale and Sharing.** To the extent we sell or share Personal Information, you have the right to direct us to opt out of that sale or sharing. We do not sell your Personal Information to third parties and have not sold Personal Information in the preceding 12 months.

Nevada ("NV") law also guarantees that Residents of NV have the Right to Opt-Out of any sale of your Personal Information. We do not sell Personal Information.

**Right to Limit Use and Disclosure of Sensitive Personal Information.** You have the right to request that we limit the use of your Personal Information to only uses that are necessary to perform the services or provide the goods. We do not collect, use, or disclose any Sensitive Personal Information as defined in Section 1798.140(v)(1)(L)(ae) of the CPRA.

Under the California "Shine the Light" law, California residents may opt-out of a company's disclosure of Personal Information to third parties for its direct marketing purposes, to the extent we disclose your Personal Information to third parties for such purposes. As detailed above, you may choose to opt-out of our sharing of your Personal Information with third parties for marketing purposes at any time by submitting a request to us by email. It is important to note that this opt-out does not prohibit disclosures made for non-marketing purposes.

## **Exercising Rights as Residents of California**

If you have provided us with your Personal Information, you may exercise the above rights by submitting a verifiable consumer request to us by email at [support@bambookitchens.io](mailto:support@bambookitchens.io) or at the mailing address below.

Only you or a person registered with the CA Secretary of State that you authorize to act on your behalf may make a verifiable consumer request related to your Personal Information. We cannot respond to your request if we are unable to verify your identity or authority. Your verifiable request must include the reference "Request for California/Nevada Privacy Information" in the subject line and the body of the message must:

- provide sufficient information that allows us to reasonably verify that you are the person whose Personal Information we have collected;
- describe your request with sufficient detail; and
- include an e-mail address or mailing address, as applicable, for us to send our response.

We strive to respond to verifiable consumer requests within 30 days; however, if we require an extension (up to an additional 60 days) we will inform you of this extension and the reason in writing. Data disclosure requests will only include data collected within the 12-month period preceding the receipt of the verified request. We do not charge a fee to process requests to exercise your rights unless the requests are found to be excessive, repetitive, or unfounded.

If you are under 18 years of age, reside in CA, and have a registered account with the Site, you have the right to request removal of unwanted data that you publicly post on the Site. To request removal of such data, please contact us using the contact information provided below, and include the email address associated with your account and a statement that you reside in CA.

We will make sure the data is not publicly displayed on the Site, but please be aware that the data may not be completely or comprehensively removed from our systems.

### **Data Collected from Minors**

We do not knowingly solicit data from or market to children under 13 years of age. If we learn that Personal Information from users less than 13 years of age has been collected, we will deactivate the account or cancel the order and take reasonable measures to promptly delete such data from our records. If you become aware of any data we have collected from children under age 13, please contact us at [support@bambookitchens.io](mailto:support@bambookitchens.io).

### **Contact Us**

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by email at [support@bambookitchens.io](mailto:support@bambookitchens.io) or by mail at:

#### **Bamboo Kitchens, Inc.**

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