OLIVER'S

PIZZA KITCHEN

PRIVACY POLICY

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Website: https://oliverspizza.ma • Contact: hello@oliverspizza.ma

This Privacy Policy explains how DOPIZ SARLAU, operating the Oliver's Pizza Kitchen brand, processes personal information in connection with our website, mobile application, customer orders, restaurants, promotions and Oliver's Coins programme in Morocco.

1. Who is responsible for the data?

DOPIZ SARLAU is the business responsible for the purposes and means of processing covered by this Policy. Registered address: 400 Résidence Badr, App 5, Avenue Hassan II, Diour Jamaa, Rabat – Yaacoub El Mansour, Morocco. ICE: 003811666000078. RC: to be confirmed. You may contact us about privacy matters at hello@oliverspizza.ma.

Our internal Development Department builds and maintains the Website and mobile application. It is an internal team, not a separate external platform operator. Our primary customer-data hosting is located in Morocco.

2. What information do we collect?

- Account and identity details, including name, telephone number, email address, login identifiers and account-verification records.
- Order details such as selected products, customizations, restaurant choice, order times, delivery address and instructions, transaction amounts, discounts and order status.
- Payment method selection, payment confirmation, and transaction references. Payment-card data handled by payment providers is subject to those providers' processing arrangements.
- Loyalty details, including Oliver's Coins earned, used or expired, promotion usage, referral codes, and rewards.
- Customer communications, requests, feedback and complaint records.
- Technical information necessary for operation and security, such as IP address, browser or app information, essential session identifiers, event logs and device-related diagnostics.
- Location information when needed to select a delivery address or restaurant and provided by the customer or with relevant device permission.
- Marketing preferences and records of consent or opt-out where applicable.

3. How is information obtained?

We receive information that customers enter into the Website and App, provide in restaurants or during support contacts, and information generated when customers place orders or use features. Some technical information is collected automatically to enable core functions and protect the service. If an external sign-in option is enabled, only information made available through that login flow will be received.

4. Why do we process information?

- To create and secure customer accounts and authenticate login requests.
- To display menus, accept and fulfil dine-in, takeaway and delivery orders, manage payment confirmations and provide customer support.
- To administer promotions, calculate Oliver's Coins, verify referrals and provide eligible rewards.
- To send order confirmations, delivery updates, security messages and other necessary service communications.
- To prevent fraud, troubleshoot technical issues, protect our services and maintain reliable records.
- To improve our service using permitted operational statistics and analyses.
- To send optional marketing communications when the required permission has been obtained and to honour opt-out choices.
- To meet applicable tax, accounting, consumer-protection and other legal requirements.

5. Legal grounds and customer choice

Personal information is processed for identified, legitimate purposes in accordance with Moroccan Law No. 09-08 and the applicable rules. Depending on the processing, the basis may include the customer's consent, fulfilment of a requested service or other grounds recognized by law. Where consent is required, we seek it separately and allow withdrawal under applicable rules. Refusing optional marketing does not prevent the customer from placing ordinary orders.

6. Who receives information?

Authorized Oliver's staff receive information only insofar as necessary for their duties. The service may require sharing relevant details with payment processing providers, delivery personnel or operators, telecommunications/SMS suppliers, and technical hosting or maintenance service providers under appropriate arrangements. We do not grant marketing platforms access to customer personal data and do not sell customer data for third-party advertising. We may disclose information when legally required by competent authorities.

7. Hosting and international transfers

The primary hosting environment for customer data is in Morocco. If any technical integration or service provider would involve access to or transfer of personal data from outside Morocco, we will first assess and implement the measures and CNDP formalities required under Moroccan law. This policy does not state that any unverified foreign transfer or CNDP authorization exists.

8. Website cookies and app technologies

We may use essential cookies, account tokens and comparable technologies to enable login, retain a shopping cart, safeguard sessions and operate the ordering service. Any optional analytics or advertising technologies, if introduced, will be described through appropriate information and preference controls. You can also adjust relevant browser or device settings, though disabling essential functions may affect the service.

9. Payments and communications

Customers may pay online or by cash when the option is available. Necessary payment and order details are processed to complete the purchase and address disputes. We may contact customers using email, SMS, WhatsApp or push notifications when these channels are enabled; promotional outreach is separate from necessary order and security notifications, and is subject to the relevant choices and legal requirements.

10. How long do we keep data?

We keep data only for the period needed to deliver services, resolve requests, protect security, maintain necessary accounting and transaction records, and meet obligations imposed by law. Order and billing records may require longer retention than marketing preferences or routine technical logs. When information is no longer required, it is deleted, anonymized or archived with restricted access as appropriate. Specific operational retention periods must be reflected in our internal retention schedule.

11. Information security

Our internal team maintains platform controls designed to restrict unauthorized access and safeguard confidentiality, integrity and availability. Access is limited according to business responsibilities, and the protection of information is reviewed as services evolve. No internet service can promise absolute security.

12. Customer privacy rights

Under applicable Moroccan data-protection law, customers may seek information about the processing of their personal data, request access or rectification, and exercise relevant rights of objection. Requests may be submitted to hello@oliverspizza.ma or sent by post to our registered address. We may request information needed to verify identity before disclosing account data. Customers may also contact the Commission Nationale de contrôle de la protection des Données à caractère Personnel (CNDP).

13. Children and family orders

Ordering services may be used by a parent or guardian on behalf of a child. We do not intentionally request personal information from children except where needed for a lawful service and under appropriate supervision. A parent or guardian may contact hello@oliverspizza.ma about personal information concerning a child.

14. Updates to this policy

We may update this Policy when our services, legal obligations or processing practices change. Material updates will be communicated by an appropriate notice on the Website or App. The latest version will be available at https://oliverspizza.ma.

15. Contact details

Data controller / operator	DOPIZ SARLAU
Registered address	400 Résidence Badr, App 5, Avenue Hassan II, Diour Jamaa, Rabat – Yaacoub El Mansour, Morocco
ICE	003811666000078
RC	To be confirmed
Privacy and customer support	hello@oliverspizza.ma
Website	https://oliverspizza.ma
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