



Privacy Notice

Last Updated: January 7, 2026

Cinchio Solutions, LLC (“**Cinchio**,” “**we**,” “**us**,” or “**our**”) respects your privacy. This Privacy Notice describes our practices with respect to the Personal Information that we collect via our Cinchio website, and/or our Tatvam website (collectively the “**Sites**”), the Cinchio or Tatvam mobile applications (“**Apps**”), through in-person kiosk use, through our Tatvam product, through any social media, other websites or apps wherein consumer reviews may be obtained by us, and any related services, sales, or marketing events, including what rights you may have under applicable laws. As used in this Privacy Notice, “**Personal Information**” means information that uniquely identifies, relates to, describes, or is reasonably capable of being associated with or linked to an individual or household.

This Privacy Notice is available to consumers with disabilities. To access this Privacy Notice in an alternative downloadable format, please [click here](#).

Personal Information We Collect and How We Collect It

The types of Personal Information we collect may include:

- *Identifiers and Contact Information* – When you use our Sites, Apps, services, or products, or if you contact us through any means, we may collect Personal Information from you directly, including your first and last name, email address, postal address, and/or phone number.
- *Purchase Information* – We collect information about purchases or orders you have made on our Sites, Apps, or in-person at any location where we provide services or products we may make suggestions to you based on your previous orders.
- *Login information/Credentials*- Our Tatvam Services may collect and use any passwords, password hints, security data, social media login data, and any similar security information used for authentication and account access that you provide to us for the purposes of conducting benchmarking services. Any information contained in password-protected accounts you authorize us to access may also be collected and used to provide our services.
- *Location Information* – When you use our Cinchio App or Site, you can allow us to collect your location information so you can find food and beverage locations that are close to you. Once you allow us to find your location, the Cinchio App or Site will notify you of the food and beverage options near your proximity. If you do not want us to collect this information, click on “Don’t Allow” when the Cinchio App or Site asks to use your location.
- *Credit/Debit Card or other Payment Information* – When you make a purchase, we collect your payment information and use a third-party payment processor to collect your credit card, debit card, or other payment information to process your orders. Payment data may be stored by our

payment processor and you should review its privacy policies and contact the payment processor directly to respond to your questions.

- *Usage Information* – We collect non-identifiable usage details about our users’ behavior within our Sites and App, including screen views, button selects, and abandoned carts. This information is not associated with any individual user and is only used in aggregate to improve the usability of the Sites and Apps.
- *Automatically acquired information*- We may collect information such as IP address and/or browser and device characteristics when you visit, use, or navigate our Sites or Apps. This information does not reveal your specific identity (like name or contact information) but may include device usage information, including device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Site and App, or other technical information. This information is primarily collected to maintain the security and operation of our Site and App, and for our internal analytics and reporting purposes.
- *Information you publicly make available on the internet*- Through our Tatvam product and services, we may collect information from social media accounts or other websites that users choose to make public. This information may include name, email, gender, date of birth, current city, profile or other pictures, as well as any other information that is publicly available on the internet.
- *Any other Personal Information that you voluntarily provide to us* when using our Site, App, products, services, expressing an interest in obtaining information about us, or our products or services, when participating in activities on the Site or App, or otherwise contacting us.

How We Use Personal Information

We process your information for purposes based on legitimate business interests, the fulfillment of any contract with you, compliance with legal obligations, and/or with your consent. To the extent permitted by applicable law, we use Personal Information:

- *To provide our services* through our Sites, Apps, and kiosk locations, including completing your purchases, emailing you receipts, managing your orders, making it convenient for you to find food, beverage, or retail facilities near your location, and making recommendations based on prior purchases.
- *For communicating with you*, such as notifying you when your order is ready for pick up, for marketing purposes, for sending you product, service, or new feature information, to provide information about changes to our terms, conditions or policies, or for any other communication requested by you.
- *To request feedback*. We may use your information to request feedback and to contact you about your use of our products, services, Sites, or Apps.
- *To provide benchmarking services*. Our Sites or Apps offer you the ability to register and log in using your third-party social media account details (like your Facebook or Twitter logins). Where you choose to do this, we will receive certain profile information about you from your social media provider. The profile Information we receive may vary depending on the social media

provider concerned, but will often include your name, e-mail address, friends list, profile picture as well as other information you choose to make public. If you login using Facebook, we may also request access to other permissions related to your account, such as friends, check-ins, and likes, and you may choose to grant or deny us access to each individual permission. We will use the information we receive only for the purposes that are described in this privacy policy or that are otherwise made clear to you on the Sites or Apps. Please note that we do not control, and are not responsible for, other uses of your personal information by your third-party social media provider. We recommend that you review their privacy policy to understand how they collect, use, and share your personal information, and how you can set your privacy preferences on their sites and apps.

- *For legal, security, or safety reasons*, such as protecting our and our users' safety, property, or rights; complying with legal requirements; enforcing our terms, conditions, and policies; detecting, preventing, and responding to security incidents; and protecting against malicious, deceptive, fraudulent, or illegal activity.
- *As part of a corporate transaction*, such as in connection with the sale of part or all of our assets or business, the acquisition of part or all of another business or another business' assets, or another corporate transaction, including bankruptcy.
- *For other business purposes*. We may use your Personal Information for any business purposes, such as data analytics, identifying usage trends, determining the effectiveness of our promotional campaigns, and to evaluate and improve our Sites, Apps, kiosks, services, products, and marketing.

How We Disclose Personal Information

We may disclose your Personal Information in the following circumstances:

- *Service Providers* – We disclose your Personal Information to third-party service providers as necessary to enable them to support our Sites, Apps, and services. For example, we use a third-party payment processor to complete our credit/debit card transactions, we use third-party hosting providers to run our Sites and Apps, and we use third-party service providers for shipping products.
- *Legal Obligation or Safety Reasons* – We may disclose Personal Information to a third party when we have a good faith belief that such disclosure of Personal Information is reasonably necessary to (a) satisfy or comply with any requirement of law, regulation, legal process, or enforceable governmental request, (b) enforce or investigate a potential violation of any agreement you have with us, (c) detect, prevent, or otherwise respond to fraud, security or technical concerns, (d) support auditing and compliance functions, or (e) protect our rights or the rights of employees, property, or the public against harm.
- *Merger or Change of Control* – We may disclose Personal Information to third parties as necessary if we are involved in a merger, acquisition, or any other transaction involving a change of control in our business, including but not limited to a bankruptcy or similar proceeding. Where legally required, we will give you notice prior to such disclosure.

How Long We Keep Your Personal Information

We will retain Personal Information for as long as necessary to fulfill our business purposes and as described in this Privacy Notice, unless otherwise required by applicable laws. Criteria we will use to

determine how long we will retain your Personal Information include whether: (i) we need your Personal Information to complete your orders and process payments; (ii) we have a legal right or obligation to continue to retain your Personal Information; (iii) we have an obligation to a third party that involves your Personal Information; (iv) our retention or recordkeeping policies and obligations dictate that we retain your Personal Information; or (v) we have a business purpose for retaining your Personal Information.

How We Protect Personal Information

We use commercially reasonable efforts to protect the confidentiality and security of Personal Information. However, despite these efforts to store Personal Information in a secure environment, we cannot guarantee the security of Personal Information during its transmission or its storage on our systems.

International Use of our Site and App

Our Sites and Apps are hosted in the United States. If you use our Sites or Apps from outside of the United States, please note that by providing your Personal Information, it is being transferred to, stored, collected, or processed in the United States, where our Sites and Apps are hosted.

Children’s Privacy

We do not knowingly collect or solicit any Personal Information from children under the age of 18. In the event that we learn that we have collected Personal Information from a child under the age of 18, we will promptly take steps to delete that information. If you are a parent or legal guardian and think your child has given us their Personal Information, you can email us at operations@cinchio.com.

Links to Third-Party Websites

We are not responsible for the practices employed by any websites or services linked to or from our Sites or Apps, including the information or content contained within them. We encourage you to investigate and ask questions before disclosing Personal Information to third parties, since any Personal Information disclosed will be handled in accordance with the applicable third party’s privacy notice.

Notice to California Residents

This section applies to our collection and use of Personal Information if you are a resident of California, as required by the California Consumer Privacy Act of 2018 and its implementing regulations, as amended by the California Privacy Rights Act (“CCPA”), where “**Personal Information**” has the definition set forth in the CCPA.

SSA makes the following disclosures regarding the Personal Information it has collected within the 12-month period preceding the Effective Date of this Privacy Notice:

Sources of Personal Information

We collect Personal Information from the categories of sources detailed in the *How We Collect Personal Information* section above.

Use of Personal Information

We collect Personal Information for the business and commercial purposes detailed in the *How We Use Personal Information* section above.

Disclosure of Personal Information

The categories of third parties to whom we disclose Personal Information for a business or commercial purpose or to whom we sell or share Personal Information are detailed in the “*How We Disclose Personal Information*” section above. We do not knowingly sell or share the Personal Information of minors under the age of 16.

Categories of Personal Information We Collect	Categories of Third Parties to Whom We Sell or Share Personal Information
Identifiers	We do not sell this category of Personal Information. We do not share this category of information as defined by the CCPA; however, we may share information as disclosed in this notice, for example, to third-party service providers to fulfill orders, etc.
Personal information, as defined in the California customer records law	We do not sell this category of Personal Information. We do not share this category of information as defined by the CCPA; however, we may share information as disclosed in this notice, for example, to third-party service providers to fulfill orders, etc.
Commercial Information	We do not sell this category of Personal Information. We do not share this category of information as defined by the CCPA; however, we may share information as disclosed in this notice, for example, to third-party service providers to fulfill orders, etc.
Internet or other similar network activity	We do not sell this category of Personal Information. We do not share this category of information as defined by the CCPA; however, we may share information as disclosed in this notice, for example, to third-party service providers to operate and maintain our Sites and Apps, etc.
Geolocation data	We do not sell this category of Personal Information. We do not share this category of information as defined by the CCPA; however, we may share information as disclosed in this notice, for example, to third-party service providers who operate and maintain location services used on our Sites or Apps, etc.

Individuals in the European Union, European Economic Area, Switzerland, and the United Kingdom

This section provides additional information regarding EEA’s processing of Personal Information of people located in the European Union (“EU”), European Economic Area (“EEA”), Switzerland, and the United Kingdom (“UK”) in accordance with the EU Data Protection Regulation, UK Data Protection Regulation, and the Swiss Federal Data Protection Act.

Legal Basis for Processing

Our legal basis for processing Personal Information depends on the Personal Information concerned and the context in which we process it. We process Personal Information from you where we need it to perform a contract with you, where the processing is in our legitimate interests (including the purposes described in this Privacy Notice), where the processing is necessary for us to meet our applicable legal obligations, or if we otherwise have your consent.

Special Category Personal Information

We do not intend to collect any “special category” Personal Information, as defined by the EEA which is any Personal Information that reveals your racial or ethnic origin, political opinions, religious, moral, or philosophical beliefs, trade union membership, political views, the processing of genetic data, biometric data for the purpose of identifying a person, and Personal Information concerning health or a person’s sex life and/or sexual orientation. Please refrain from sending us any “special category” Personal Information.

Automated Decision Making

We do not make any automated decisions on your behalf or about you without first obtaining your express, opt-in consent. In the event we secure your consent to do so, you have the right to object to the processing of Personal Information via automated decision making at any time by contacting us at operations@cinchio.com.

Transfers to Third Parties and Countries

Personal Information that we collect or receive may be transferred to and/or processed by third parties that are located outside of the EU, EEA, Switzerland, or the UK, some of which applicable authorities may not consider to have an adequate level of protection for Personal Information. EEA will only transfer Personal Information to third parties located outside of the EU, EEA, Switzerland, and the UK when it has ensured appropriate safeguards for such Personal Information through the use of the standard contractual clauses or other lawful and approved methods.

Your Privacy Rights and How to Exercise Them

Depending on where you live, you may have the following rights with respect to your Personal Information under applicable data protection laws:

- *Access* – The right to know what Personal Information we have collected about you and to access such Personal Information.
- *Data portability* – The right to receive a copy of your Personal Information in a portable and readily usable format.
- *Deletion* – The right to delete your Personal Information that we have obtained, subject to certain exceptions.
- *Correction* – The right to correct inaccuracies in your Personal Information.
- *Objection/Restriction of Processing* – The right to object or restrict us from processing your Personal Information in certain circumstances.

- *Withdraw Consent* – The right to withdraw your consent where we are relying on your consent to process your Personal Information.
- *Lodge a Complaint* – The right to lodge a complaint with a supervisory authority or other regulatory agency if you believe we have violated any of the rights afforded to you under applicable data protection laws. We encourage you to reach out to us first, so we have an opportunity to address your concerns directly before you do so.

Shine The Light. Under California Civil Code Section 1798.83, individual customers who reside in California and who have an existing business relationship with us may request information about our disclosure of certain categories of Personal Information to third parties for the third parties' direct marketing purposes, if any. To make such a request, please contact us using the information in the *Contact Us* section below. Please be aware that not all information sharing is covered by these California privacy rights requirements and only information on covered sharing will be included in our response. This request may be made no more than once per calendar year.

To exercise any of the privacy rights afforded to you under applicable data protection laws, please submit a request to us by emailing us at operations@cinchio.com or calling us toll free at (855) 945-2110.

You will not be discriminated against in any way by virtue of your exercise of the rights listed in this Privacy Notice which means we will not deny our services to you, provide different prices or rates for services to you, or provide a different level or quality of services to you. Only you, or an authorized agent that you authorize to act on your behalf, may make a request related to your Personal Information.

We must verify your identity before fulfilling your requests, and if we cannot verify your identity, we may request additional information from you. If you are an authorized agent making a request on behalf of another person, we will also need to verify your identity, which may require proof of your written authorization or evidence of a power of attorney. We endeavor to respond to requests within the time period required by applicable law. If we require more time, we will inform you of the reason and extension period in writing.

We do not charge a fee to process or respond to your requests unless they are excessive or repetitive. If we determine that a request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. We may deny certain requests, or only fulfill some in part, as permitted or required by law. If you are not satisfied with the resolution of your request and you are afforded a right to appeal such decision, you will be notified of our appeal process in our response to your request.

Changes to this Privacy Notice

Please note that we may modify or update this Privacy Notice from time to time, so please review it periodically. We will provide you with notice via a pop-up on our Sites and Apps if material changes are made. Unless otherwise indicated, any changes to this Privacy Notice will apply immediately upon posting to our Sites and our Apps.

Contact Us

If you have any questions about our practices or this Privacy Notice, please contact us at operations@cinchio.com or (855) 945-2110.