

Privacy Policy for Digirestro.ai

Effective Date: May 11, 2026

Last Updated: May 11, 2026

At Digirestro.ai (“DigiRestro,” “we,” “our,” or “us”), we value the privacy and security of our customers, restaurant partners, and end users. This Privacy Policy explains how we collect, use, store, disclose, and protect information when you use our restaurant technology platform and related services.

Our services include restaurant Point of Sale (POS) systems, Kitchen Display Systems (KDS), Supply Chain Management (SCM), online ordering, payment processing, QR ordering, billing, analytics and reporting, customer support, WhatsApp messaging, notifications, and AI-powered voice ordering and calling solutions.

By using our website, applications, software, hardware integrations, or services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We collect information to provide, improve, secure, and support our services.

A. Restaurant & Merchant Information

When restaurants or businesses sign up for our services, we may collect:

- Business name
 - Owner or manager name
 - Email address
 - Phone number
 - Billing address
 - Tax identification details
 - Banking or payment settlement information
 - Login credentials
 - Subscription and billing records
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B. Customer & Order Information

When customers place orders through restaurant systems powered by Digirestro, we may collect:

- Customer name
 - Phone number
 - Email address
 - Delivery or pickup address
 - Order details
 - Payment transaction information
 - Loyalty or rewards information
 - Preferences and order history
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C. Payment Information

Payments may be processed directly by Digirestro or through third-party payment providers.

We may collect:

- Transaction IDs
- Payment method details
- Billing information
- Refund and settlement information

Sensitive payment card data is processed securely using PCI-compliant payment processors. We do not store full card numbers or CVV information on our servers unless explicitly required and permitted by law.

D. WhatsApp Messaging & Notifications

If restaurants use our WhatsApp or messaging services, we may process:

- Phone numbers
- Message content
- Delivery confirmations
- Order updates
- Marketing communication preferences

Messages may be delivered through third-party communication providers such as WhatsApp Business APIs or SMS gateway providers.

E. AI Voice Calling & Voice Ordering

When customers interact with our AI voice ordering or calling systems, we may collect and process:

- Voice recordings
- Call transcripts
- Phone numbers
- Order requests
- Call metadata (duration, timestamps, status)

Voice data may be analyzed using AI technologies to:

- Process food orders
- Improve speech recognition
- Train and improve AI models
- Enhance customer support quality

We implement reasonable safeguards to protect voice and conversational data.

F. Device & Technical Information

We may automatically collect:

- IP addresses
 - Browser type
 - Device identifiers
 - Operating system
 - Application logs
 - Usage analytics
 - Cookies and tracking technologies
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2. How We Use Information

We use collected information to:

- Provide and maintain our services
 - Process restaurant orders and payments
 - Manage POS and KDS operations
 - Facilitate online ordering and QR ordering
 - Send transactional messages and notifications
 - Provide customer support
 - Improve system performance and analytics
 - Detect fraud, abuse, or security incidents
 - Comply with legal obligations
 - Develop new products and features
 - Train and improve AI-powered ordering systems
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3. Sharing of Information

We may share information with:

A. Service Providers

Third-party vendors who help us operate our platform, including:

- Cloud hosting providers
- Payment processors
- Messaging providers
- Analytics platforms
- AI and voice processing providers
- Customer support systems

These providers are contractually required to protect information and use it only for authorized purposes.

B. Restaurant Merchants

Restaurants using our platform may access customer order information necessary to fulfill orders and provide services.

C. Legal & Compliance Requirements

We may disclose information:

- To comply with applicable laws or regulations
 - In response to lawful requests from authorities
 - To protect our rights, customers, or systems
 - To prevent fraud or security threats
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D. Business Transfers

If Digirestro is involved in a merger, acquisition, financing, or sale of assets, information may be transferred as part of that transaction.

4. Data Retention

We retain information only for as long as necessary to:

- Provide our services
- Maintain legal and accounting records
- Resolve disputes
- Enforce agreements
- Improve platform performance

Voice recordings, order history, and analytics data may be retained for operational and quality assurance purposes unless deletion is requested where legally applicable.

5. Data Security

We implement commercially reasonable technical, administrative, and organizational safeguards to protect data, including:

- Encryption in transit and at rest
- Secure authentication systems
- Role-based access controls

- Monitoring and logging systems
- Regular security reviews

However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

6. Cookies & Tracking Technologies

We use cookies and similar technologies to:

- Maintain sessions
- Analyze usage trends
- Improve website performance
- Personalize user experiences

Users may control cookies through browser settings.

7. Your Privacy Rights

Depending on your location, you may have rights to:

- Access your personal data
- Correct inaccurate information
- Request deletion of data
- Restrict or object to processing
- Withdraw consent
- Receive a copy of your information

To exercise these rights, contact us using the information below.

8. International Data Transfers

Your information may be stored or processed in countries outside your jurisdiction where our service providers operate. We take reasonable steps to ensure appropriate safeguards are in place for international transfers.

9. Children's Privacy

Our services are not directed toward children under the age of 13. We do not knowingly collect personal information from children.

10. Third-Party Services

Our platform may integrate with third-party services including:

- Payment gateways
- Delivery platforms
- WhatsApp Business APIs
- POS hardware providers
- Analytics tools

We are not responsible for the privacy practices of third-party providers.

11. Call Recording & Voice Consent

Where permitted by applicable law, Digirestro.ai may record or monitor AI voice calls and customer support calls for purposes including:

- Order processing
- Quality assurance
- Training and improving AI systems
- Customer service optimization
- Fraud prevention and security monitoring

By continuing a call after notification, users may be deemed to have provided consent to call recording where legally permitted.

In jurisdictions requiring explicit consent, restaurants and/or end users will be notified before recording begins. Restaurant partners using Digirestro.ai's AI voice ordering services are responsible for ensuring compliance with local call recording laws applicable to their business operations.

Voice recordings and transcripts are stored securely and retained only as necessary for operational, legal, and service improvement purposes.

12. WhatsApp Messaging & Opt-In Consent

Digirestro.ai and restaurant partners may send transactional and promotional communications through WhatsApp, SMS, or similar messaging platforms.

Restaurants using our messaging services are responsible for obtaining appropriate customer consent before sending messages through WhatsApp or other communication channels.

Customers may receive:

- Order confirmations
- Delivery updates
- Reservation notifications
- Promotional offers
- Loyalty and rewards messages
- Customer support communications

Users may opt out of non-essential marketing communications at any time by:

- Replying with supported opt-out keywords
- Using unsubscribe mechanisms where available
- Contacting the restaurant directly

Digirestro.ai maintains records of messaging preferences and opt-in status where required by applicable laws and platform policies.

13. AI Data Processing & Automated Systems

Digirestro.ai uses artificial intelligence (“AI”) and automated technologies to support restaurant operations and customer interactions.

These systems may process:

- Voice recordings
- Call transcripts
- Customer orders
- Chat interactions
- Customer preferences
- Operational analytics

AI technologies may be used for:

- Automated order taking
- Voice-based customer interactions
- Customer support assistance
- Order recommendations
- Analytics and reporting
- Fraud detection and operational optimization

AI-generated outputs may not always be fully accurate and may require human review or intervention.

Data processed through AI systems may be used to:

- Improve speech recognition models
- Enhance service quality
- Train and optimize AI capabilities
- Improve automation accuracy and performance

Digirestro.ai implements reasonable safeguards designed to minimize unauthorized access, bias, misuse, or inappropriate disclosure of AI-processed data.

14. Data Processing Agreements (DPAs)

For restaurant clients and business customers acting as data controllers under applicable privacy laws, Digirestro.ai may enter into Data Processing Agreements (“DPAs”) governing the processing of personal data on behalf of such clients.

These agreements may define:

- Roles and responsibilities of each party
- Data processing instructions
- Security and confidentiality obligations

- International data transfer safeguards
 - Subprocessor usage
 - Data breach notification procedures
 - Data retention and deletion obligations
 - Compliance with applicable privacy laws
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15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updated versions will be posted on our website with a revised effective date.

Continued use of our services after updates constitutes acceptance of the revised Privacy Policy.

16. Contact Us

If you have questions about this Privacy Policy or our data practices, contact us at:

DigiRestro.ai

Website: <https://digirestro.ai>

Support: support@digirestro.ai