

# Privacy Policy

How ScanDigits collects, uses, shares, and protects data for POS & QR Menu services.



Developed by © ScanDigits FZC LLC

[www.mataami.com](http://www.mataami.com)

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## Overview

### • Who we are

Mataami is a cloud-based restaurant platform (POS + QR Menu + ordering + analytics + AI tools). This Privacy Policy explains how ScanDigits FZC LLC ("we", "our") collects and processes information when you visit our website, use our dashboard, or use Mataami services.

### • Scope

This policy applies to Mataami websites, dashboards, and services. It does not automatically apply to third-party websites or services (including restaurants' own pages) that may be linked or integrated.

## What Information We Collect

### • Information you provide

When you sign up, contact support, or subscribe, we may collect information such as restaurant name, owner/manager name, email, phone number, country, address, plan selection, and communications you send to us.

### • Restaurant operational data

When using the platform, we may process operational information such as menus, categories, items, prices, QR tables/zones, orders, order status events, receipts/invoices metadata, staff roles, and analytics/usage within your venue.

### • Technical & device data

We may collect technical data such as IP address, browser type, device identifiers, operating system, referral URLs, pages viewed, timestamps, and performance logs to secure and improve the service.

## Payments

### • Do you store card details?

Card payments are processed by trusted third-party payment providers (for example, Stripe and wallet methods where supported). ScanDigits and Mataami platform does not store raw card numbers (PAN) on our servers. We may store payment references such as transaction IDs, invoice history, and subscription status for billing and support.

## How We Use Information

### • Service delivery

We use data to provide and operate Mataami features such as QR Menu, POS workflows, order routing, payment confirmation, receipt generation, role-based access, reporting, and dashboards.

### • Security and fraud prevention

We use data to monitor suspicious activity, protect accounts, prevent fraud, maintain audit logs, and ensure platform integrity.

## • Analytics and improvements

We analyze usage and performance to improve speed, stability, and user experience, and to develop new features. Some AI features may generate insights from restaurant activity (for example, best sellers, trends, and feedback summaries) without selling your data.

## • Communications

We may contact you about onboarding, support requests, service updates, security notices, billing, and important platform information. Marketing communications (if any) can be stopped by contacting us.

## Sharing & Disclosure

### • Do you sell personal data?

No. We do not sell your personal data.

### • Who may receive data?

We may share limited data with trusted service providers who help us operate Mataami (such as hosting, email delivery, analytics, and payment providers). We may also disclose information if required by law, regulation, or to protect our rights and users.

## Cookies & Tracking

### • Cookies

We may use cookies and similar technologies to remember preferences, understand site usage, improve performance, and enhance security. You can control cookies through your browser settings.

## Data Retention & Security

### • How long do you keep data?

We keep data as long as needed to provide the services, comply with legal obligations, resolve disputes, and enforce agreements. Retention periods may vary by data type and purpose.

### • Security

We apply reasonable technical and organizational measures to protect information, such as encrypted transport (HTTPS), access controls, and monitoring. However, no system can be guaranteed 100% secure.

## Your Rights & Contact

### • Your rights

You may request access, correction, or deletion of your data where applicable. Some requests may be limited due to legal obligations, security, or legitimate business needs.

### • Contact

For privacy questions or requests, contact: [info@mataami.net](mailto:info@mataami.net)

## Legal Basis for Processing

ScanDigits FZC LLC processes personal data where necessary to:

- perform contractual obligations with customers,
- comply with legal and regulatory requirements,
- protect legitimate business interests such as security, fraud prevention, and service improvement, or
- where consent is provided by the data subject, where required by law.

## International Data Transfers

Your information may be processed or stored outside the United Arab Emirates where ScanDigits or its service providers operate. Where such transfers occur, ScanDigits ensures appropriate safeguards are in place in accordance with applicable data protection laws.

## Children's Data

Mataami services are intended for business use and are not directed to children under the age of eighteen (18). ScanDigits does not knowingly collect personal data from children.

### • Contact

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