

## **TWIZOO PRIVACY POLICY**

### **Who are we?**

We are Twizoo Ltd, 1 Bath, London, England, EC1V 9LB (Company No. 08542533). The Twizoo app is a search tool that analyses Tweets to create visualised restaurant reviews.

### **What is this?**

This privacy policy explains what personal data we collect when you use the Twizoo app and what we do with it. Because we decide what happens to the information we are a “data controller” under the Data Protection Act 1998. We understand that you value your privacy but don’t want to read a long and legalistic privacy policy. We’ve tried to make ours as short, simple and easy to understand as possible, and we’ve included a summary of the key points. We take your privacy very seriously, and we think it’s really important that you feel confident using all the features of our app. If you want any more information then just get in touch with us at [support@twizoo.com](mailto:support@twizoo.com). If you want more information about data protection then have a look at the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk).

### **What information do we collect and how do we use it?**

#### **Information you give to us**

When you log into the app you provide us with your Twitter handle.

We link this information with things like your searches and which places you look at or visit. We might also combine this information with information from other sources (e.g. your Twitter public user profile information or your public Tweets). This all helps us to work out your preferences and personalise your search results. We also use it to work out how people are using Twizoo (e.g. what are people searching for and where) and to help us improve the app and user experience.

If you don’t want to give us your Twitter handle then you don’t have to log in.

If you choose not to give us your Twitter handle, by logging in, then you can still use the app but we won’t provide you with personalized results, or be able to show you what you’ve searched for or where you’ve been.

#### **Correspondence with us**

If you contact us by phone, e-mail or otherwise, then we may keep a record of your correspondence. This might be if you have a problem, want to report a problem or give us feedback.

You don’t have to give us personal information when you contact us. But if you don’t we might not be able to respond or solve any problems.

We might sometimes ask you to complete surveys for research purposes, although you don’t have to respond. We use the responses for research purposes.

## **Information we automatically collect**

### **Location**

When you use the app we collect information about your current location (your GPS co-ordinates).

We also give some restaurants special sensors (called iBeacons). If you visit a restaurant, bar or café with one of the sensors the app notifies us the next time you open it.

We use this information to tell you what restaurants, bars and cafes are nearby, how far away they are and to give you directions. We also use this information to provide you with more relevant results and recommendations based on your preferences. We can also use it to show you what you searched for and where you've visited. We also use it to work out how people are using Twizoo (e.g. are they visiting the places we recommend!) and to help us improve the app and user experience.

When you download the app or use it for the first time your mobile device will ask permission for the app to use your location data.

If you change your mind, you can turn location services off using your mobile device's settings. To do this go to the settings menu, look for location based services and then turn them off for the app or for your mobile device.

On most mobile devices you will see an icon in the top status bar when the app is accessing your location data.

If you choose not to let us use your location data then you won't be able to use all of the app's features. You can still find out what people are saying about restaurants in a particular area but we won't be able to tell you what's nearby or how to get there.

### **Additional information**

When you use the app we automatically collect technical information – e.g the type of mobile device you use, your mobile device's unique device ID, the Internet Protocol (IP) address of your mobile device, your mobile operating system, the type of mobile internet browsers you use, information about your mobile network or Internet Service Provider (ISP), and your language preferences.

When you use the app we also automatically collect information about how you use the app – e.g. The time you use the app, what you search for or look at and how you interact with the app (e.g. what you click on, how long you spend looking at things).

We use the technical information and the information about how you use the app to measure, evaluate and improve how the app works. If you've logged in, we might also use the information help us work out your preferences and personalise your experience. We also use the information to carry out general research into trends and patterns related to peoples dining habits!

You can stop all data collection by uninstalling or deleting the app from your mobile device.

## **How do we collect and store the information?**

Information is sent to us using Secure Sockets Layer (SSL) technology. Unfortunately, sending information over the internet and mobile networks is not always completely secure. Although we will do our best to protect your information, we cannot guarantee the security of the data transmitted to us, so any transmission is at your own risk.

Once we have received your information, we will store it on our secure servers and do everything we can to keep it safe.

The app might also store some information on your mobile device (using application data caches and browser web storage). This information will be deleted if you uninstall or delete the app.

The information that we collect might also be transferred to, and stored, outside the European Economic Area (EEA). It may be processed by people who work for us but are located outside the EEA. By submitting your personal data, you agree to this transfer, storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

## **How long do we keep information?**

We will keep the information we collect for as long as you are using the app and for 2 years after you stop.

If you haven't used the app for 2 years then we will anonymise and aggregate any information we have about you, so that you cannot be individually identified. We will keep the anonymised and aggregated data for research purposes. You can ask us to anonymise and aggregate your information at any time by emailing us at [support@twizoo.com](mailto:support@twizoo.com).

## **Do we give your personal data to third parties?**

We might employ other companies to do some things on our behalf - e.g. to help us operate the app or analyse the information we collect. If we do, then we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We may provide third parties with aggregated and anonymised information about our users, but the information we give to them will not identify any individuals.

If we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer. If Twizoo Ltd or substantially all of its assets are acquired by a third party, then the personal data we hold will be one of the transferred assets.

We may disclose your personal information if we are under a duty to disclose or share it in order to comply with any legal or regulatory obligation or request.

We may disclose your personal information to protect our rights or property, or the safety of our users or others.

### **How do you find out what information we hold?**

You can find out if we hold any personal information about you by making a "subject access request" under the Data Protection Act 1998. We will tell you what we have, what we do with it and who (if anyone) it could be disclosed to. We will also let you have a copy of the information. Under the Data Protection Act 1998 we can charge you £10 to cover the cost of responding to your request. To make a "subject access request" please email [support@twizoo.com](mailto:support@twizoo.com).

### **What about other websites?**

When you are logged in to Twizoo, you can post Tweets on Twitter. You should make sure that you do not post anything that you do not want to be seen, collected or used by others.

The app may contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that they have their own privacy policies. Please check these policies before you submit any personal data to these websites or use their services.

### **What happens if this policy changes?**

We keep our privacy policy under review, and any changes we make will appear here and, where appropriate, we will notify you of a change when you next start the app. The new terms may be displayed on-screen and you may be required to read and accept them to continue your use of the app.