



powered by  muume

Privacy Policy

CONSENT TO INSTALLATION OF THE APP

Under data protection laws, we are required to provide you with certain information about who we are, how we process your personal data and for what purposes, and your rights in relation to your personal data. This information is provided in <https://queuecheetah.com/terms-of-use/> and it is important that you read that information.

Before installation of this App, please indicate your consent to our processing of your personal data (including your name, contact details, financial and device information) as described in the policy <https://queuecheetah.com/privacy-policy/>

YES I consent to the installation of the App for the purposes of scanning and purchasing items from Merchant's stores via their mobile phones and any other additional features made available to Merchant via the QueueCheetah App.

NO I do not consent to the installation of the App.

How you can withdraw consent

Once you provide consent by selecting "YES", you may change your mind and withdraw consent at any time by contacting us via a specific contact form accessible via our website at <https://queuecheetah.com/consentform/> or through the App in the settings menu but that will not affect the lawfulness of any processing carried out before you withdraw your consent.

Consent to processing Location Data

YES I consent to processing of my Location Data ([including details of my current location disclosed by GPS technology so that location-enabled Services are activated to identify the specific store and product prices.

NO I do not consent to processing of my Location Data and location-enabled Services are disabled in my settings.

LOCATION DATA

MUUME AG (**we**) are committed to protecting your personal data and respecting your privacy.

INTRODUCTION

This policy (together with our end-user licence agreement as set out at <https://queuecheetah.com/terms-of-use/> (**EULA**) and any additional terms of use incorporated by reference into the EULA, together our **Terms of Use**) applies to your use of:

- QueueCheetah mobile application software (**App**) hosted on <https://play.google.com/store> and <https://www.apple.com/uk/ios/app-store/> (**App Site**), once you have downloaded or streamed a copy of the App onto your mobile telephone or handheld device (**Device**).
- Any of the services accessible through the App (Services) that are available on the App Site or other sites of ours (Services Sites) , unless the EULA states that a separate privacy policy applies to a particular Service, in which case that privacy policy only applies. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. This App is not intended for children and we do not knowingly collect data relating to children. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

This policy is provided in a layered format so you can click through to the specific areas set out below. Alternatively, you can download a pdf version of the policy here: <https://queuecheetah.com/privacy-policy/>

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IMPORTANT INFORMATION AND WHO WE ARE

MUUME AG is the controller and is responsible for your personal data (collectively referred to as "Company", "we", "us" or "our" in this policy).

We have appointed a data protection officer (**DPO**). If you have any questions about this privacy policy, please contact them using the details set out below.

Contact details

Our full details are:

- Full name of legal entity: MUUME AG of Baarerstrasse 10, CH-6202 Zug, Switzerland
(Pursuant to article 27 GDPR our representative in the European Union is: MUUME GmbH, Stendaler Str. 4, D-10559 Berlin, Germany)
- Name or title of DPO: Mr. Michael Endres, Hütte Law AG
- Email address: dataprotection@muume.com
- Postal address: Alte Steinhauserstrasse 1, CH-6330 Cham, Switzerland

You have the right to make a complaint at any time to the Information Commissioner's Office (**ICO**), the UK supervisory authority for data protection issues. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review.

This version was last updated on 4th of October 2019. It may change and if it does, these changes will be posted on this page

and, where appropriate, notified to you by email **OR** when you next start the App or log onto one of the Services Sites. The new policy may be displayed on-screen and you may be required to read and accept the changes to continue your use of the App or the Services.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during our relationship with you.

Third party links

Our Sites and Services may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. Please note that these websites and any services that may be accessible through them have their own privacy policies and that we do not accept any responsibility or liability for these policies or for any personal data that may be collected through these websites or services, such as Contact and **Location Data**. Please check these policies before you submit any personal data to these websites or use these services.

THE DATA WE COLLECT ABOUT YOU

We may collect, use, store and transfer different kinds of personal data about you as follows:

- Identity Data.
- Contact Data.
- Financial Data.
- Transaction Data.
- Technical Data.
- Content Data.
- Profile Data.
- Usage Data.
- Location Data

We explain these categories of data [here](#).

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific App feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

HOW IS YOUR PERSONAL DATA COLLECTED?

We will collect and process the following data about you:

- **Information you give us.** This is information (including Identity, Contact, Financial, and Marketing and Communications Data) you consent to giving us about you by filling in forms on the App Site and the Services Sites (together **Our Sites**),

or by corresponding with us (for example, by email or chat). It includes information you provide when you register to use the App Site, download or register an App, subscribe to any of our Services, search for an App or Service, make an in-App purchase, and when you report a problem with an App, our Services, or any of Our Sites. If you contact us, we will keep a record of that correspondence.

- **Information we collect about you and your device.** Each time you visit one of Our Sites or use one of our Apps we will automatically collect personal data. We collect this data using cookies and other similar technologies. Please see our cookie policy <https://queuecheetah.com/cookie-policy/> for further details.
- **Location Data.** We also use GPS technology to determine your current location. Some of our location-enabled Services require your personal data for the feature to work. If you wish to use the particular feature, you will be asked to consent to your data being used for this purpose. You can withdraw your consent at any time by disabling Location Data in your settings.
- **Information we receive from other sources including third parties and publicly available sources.** We will receive personal data about you from various third parties and public sources as set out below:
 - Device Data from the following parties:
 - analytics providers such as Google based outside the EU;
 - search information providers such as Google based outside the EU.
 - Contact, Financial and Transaction Data from providers of technical, payment and delivery services such as Ingenico e-commerce Solutions Ltd based inside the EU; and
 - CRM, Marketing and communication tools such as Hubspot, Tawk.to outside the EU.

COOKIES

We use cookies and other technologies to distinguish you from other users of the App, App Site, the distribution platform (Appstore) or Services Sites and to remember your preferences. This helps us to provide you with a good experience when you use the App or browse any of Our Sites and also allows us to improve the App and Our Sites. For detailed information on the cookies we use, the purposes for which we use them and how you can exercise your choices regarding our use of your cookies, see our cookie policy <https://queuecheetah.com/cookie-policy/>

HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to do so. Most commonly we will use your personal data in the following circumstances:

- Where you have consented before the processing.
- Where we need to perform a contract we are about to enter or have entered with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Click [here](#) to find out more about the types of lawful basis that we will rely on to process your personal data.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

Purpose/activity	Type of data	Lawful basis for processing	Opt-out availability and method
To install the App and register you as a new App user	<ol style="list-style-type: none"> 1. Identity 2. Contact 3. Technical 	Your consent	<ol style="list-style-type: none"> 1. Identity data provision opt out available in application settings, except "I am of age" checkbox needed at checkout. 2. Contact data provision opt out available in application settings, except mobile phone number. 3. Technical data provision opt out is not available.
To process in-App purchases and deliver Services including managing payments	<ol style="list-style-type: none"> 1. Identity 2. Contact 3. Location 4. Financial 5. Transaction 6. Technical 	<p>Your consent</p> <p>Performance of a contract with you</p> <p>Necessary for our legitimate interests (to keep records updated and to analyse how customers use our products/ Services)</p>	<ol style="list-style-type: none"> 1. Identity data provision opt out available in application settings, except "I am of age" checkbox needed at checkout. 2. Contact data provision opt out available in application settings, except mobile phone number. 3. Location data provision opt out available from your phone settings, but it will leave the app unfunctional for self-scanning. 4. Financial data provision opt out is available in payment method management views, in application settings and at the checkout step. 5. Transaction data provision opt out not available. 6. Technical data provision opt out not available.
To manage our relationship with you including notifying you of changes to the App or any Services	<ol style="list-style-type: none"> 1. Identity 2. Contact 3. Financial 	<p>Your consent</p> <p>Performance of a contract with you</p> <p>Necessary for our legitimate interests (to keep records updated and to analyse how customers use our products/ Services)</p>	<ol style="list-style-type: none"> 1. Identity data provision opt out available in application settings, except "I am of age" checkbox needed at checkout. 2. Contact data provision opt out available in application settings, except mobile phone number. 3. Financial data provision opt out

Purpose/activity	Type of data	Lawful basis for processing	Opt-out availability and method
		Necessary to comply with legal obligations (to inform you of any changes to our terms and conditions)	is available in payment method management views, in application settings and at the checkout step.
To enable you to participate in a prize draw, competition or complete a survey	1. Identity 2. Contact	Your consent Performance of a contract with you Necessary for our legitimate interests (to analyse how customers use our products/Services and to develop them and grow our business)	Identity data provision opt out available in application settings, except "I am of age" checkbox needed at checkout. Contact data provision opt out available in application settings, except mobile phone number.
To administer and protect our business and this App including troubleshooting, data analysis and system testing	1. Identity 2. Contact 3. Technical	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security)	1. Identity data provision opt out available in application settings, except "I am of age" checkbox needed at checkout. 2. Contact data provision opt out possible in application settings, except mobile phone number. 3. Technical data provision opt out not possible.
To deliver content and advertisements to you To make recommendations to you about goods or services which may interest you To measure and analyse the effectiveness of the advertising we serve you To monitor trends so we can improve the App	1. Identity 2. Contact 3. Technical 4. Location	Your Consent Necessary for our legitimate interests (to develop our products/Services and grow our business)	1. Identity data provision opt out available in application settings, except "I am of age" checkbox needed at checkout. 2. Contact data provision opt out possible in application settings, except mobile phone number. 3. Technical data provision opt out not possible. 4. Location data provision opt out possible from your phone settings, but it will leave the app unfunctional for self-scanning.

NOTE: there are transaction volume limits we apply upon merchant request and upon legal requirements. Depending on these limits you will be asked to provide identity or contact data to process transactions/orders further.

DISCLOSURES OF YOUR PERSONAL DATA

When you consent to providing us with your personal data, we will also ask you for your consent to share your personal data with the third parties set out below for the purposes set out in the table [Purposes for which we will use your personal data](#):

- Internal Third Parties as set out in the [Glossary](#).
- External Third Parties as set out in the [Glossary](#).
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

INTERNATIONAL TRANSFERS

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details, see [European Commission: Adequacy of the protection of personal data in non-EU countries](#).
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see [European Commission: Model contracts for the transfer of personal data to third countries](#).
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US. For further details, see [European Commission: EU-US Privacy Shield](#).

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

DATA SECURITY

All information you provide to us is stored on our secure servers. Any payment transactions carried out by us or our chosen third-party provider of payment processing services will be encrypted using Secured Sockets Layer technology. Where we have given you (or where you have chosen) a password that enables you to access certain parts of Our Sites or Services, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Once we have received your information, we will use strict procedures and security features to try to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way.

We will collect and store personal data on your Device using application data caches.

Certain Services include social networking, chat room or forum features. Ensure when using these features that you do not submit any personal data that you do not want to be seen, collected or used by other users.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator when we are legally required to do so.

DATA RETENTION

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see [Your legal rights](#) below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

YOUR LEGAL RIGHTS

Under certain circumstances you have the following rights under data protection laws in relation to your personal data.

Please click on the links below to find out more about these rights:

- [Request access to your personal data.](#)
- [Request correction of your personal data.](#)
- [Request erasure of your personal data.](#)
- [Object to processing of your personal data.](#)
- [Request restriction of processing your personal data.](#)
- [Request transfer or your personal data.](#)
- [Right to withdraw consent.](#)

You also have the right to ask us not to continue to process your personal data for marketing purposes.

You can exercise any of these rights at any time by contacting us at dataprotection@muume.com

GLOSSARY

LAWFUL BASIS Consent means processing your personal data where you have signified your agreement by a statement or clear opt-in to processing for a specific purpose. Consent will only be valid if it is a freely given, specific, informed and unambiguous indication of what you want. You can withdraw your consent at any time by contacting us.

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to.

THIRD PARTIES

INTERNAL THIRD PARTIES Other companies in the MUUME Group acting as joint controllers or processors and who are based in Moldova and provide IT and system administration services and undertake leadership reporting.

EXTERNAL THIRD PARTIES Service providers acting as processors based in Germany, Moldova, and the UK who provide IT and system administration services.

Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in Switzerland who provide consultancy, banking, legal, insurance and accounting services.

HM Revenue and Customs, regulators and other authorities acting as processors or joint controllers based in the UK who require reporting of processing activities in certain circumstances.

YOUR LEGAL RIGHTS

You have the right to:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - (a) if you want us to establish the data’s accuracy;
 - (b) where our use of the data is unlawful but you do not want us to erase it;
 - (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

DESCRIPTION OF CATEGORIES OF PERSONAL DATA

- **Identity Data:** first name, last name, date of birth, gender.
- **Contact Data:** billing address, email address.
- **Financial Data:** payment token.
- **Transaction Data:** includes the transaction/orders history and details about payments from you and in-App purchases.
- **Technical Data:** includes the type of mobile device you use, a unique device identifier (for example, your Device's IMEI number, the MAC address of the Device's wireless network interface, or the mobile phone number used by the Device), mobile network information, your mobile operating system, the type of mobile browser you use, time zone setting.
- **Profile Data:** includes [your username and password, in-App purchase history, your interests, preferences, feedback and survey responses].
- **Location Data:** includes your current location disclosed by GPS technology.