

Privacy Policy — D's Pizza

Effective date: September 18, 2025

This Privacy Policy explains how D's Pizza ("we", "us", "our") collects, uses, shares, and protects personal information when you use our website, mobile ordering, or place orders.

1. Information we collect

We collect the following personal information:

- Contact information: name, email address, phone number.
- Order information: order details, delivery address, order history.
- Account/profile information: pizza preferences (favorite toppings, crust, dietary notes), saved orders, delivery addresses.
- Communications: customer service messages, email or SMS communications and your responses.
- Usage and device data: IP address, browser/device type, and analytics data (cookies and similar technologies) to improve the Service.

We do not collect or store full payment card numbers on our servers. Payment information is processed by third-party payment processors.

2. How we use your information

We use your information for:

- Fulfilling orders and processing payments.
- Creating and maintaining your account and pizza profile, so your preferences and order history are saved for faster ordering.
- Communicating order confirmations, updates, customer service, and critical account notices.
- Marketing and promotions (email, SMS, phone) only if you opt in; see Opt-out below.
- Improving our Service, analytics, fraud detection, and legal compliance.
- Aggregated, anonymized analytics for business purposes.

Legal basis (if applicable): consent for marketing; performance of contract for order fulfillment; legitimate interests for fraud prevention and service improvement.

3. Marketing and opt-out

- We will only send promotional communications (email, SMS, or phone) if you have given us consent or where permitted by applicable law.
- You can opt out of marketing at any time by:
 - Clicking the unsubscribe link in any marketing email; or
 - Replying STOP to marketing SMS messages (if applicable); or
 - Visiting your account settings and disabling marketing communications; or

- Emailing us at info@lastortugas.art or calling +1345-321-9051 and requesting to opt out.
- Opting out of marketing does not prevent us from sending non-promotional transactional messages (order confirmations, safety alerts, account notices).

4. Pizza profiles and preferences

- When you create a pizza profile we store your preferences and saved orders to streamline future ordering.
- You may view, update, or delete your profile preferences through your account settings or by contacting us at info@lastortugas.art Preference data is used to personalize your experience and may be used in aggregated form for product improvement.

5. Sharing and disclosure of personal information

We may share personal information with:

- Service providers and partners who perform services on our behalf (e.g., payment processors, CRM provider, delivery partners, email/SMS providers, analytics providers). These parties are contractually obligated to protect your data.
- Law enforcement, government authorities, or third parties if required by law, to protect our rights, or to prevent fraud or imminent harm.
- In connection with a business transaction (merger, acquisition, sale of assets) — in which case we will notify you where required by law.

We do not sell personal information for money.

6. Cookies and tracking technologies

- We use cookies, web beacons, and similar technologies to operate the Service, remember user preferences, and analyze usage.
- You can manage cookie preferences via your browser settings; if you disable cookies some features may not function.

7. Data retention

- We retain personal data as long as necessary to provide the Service (for example while your account is active), resolve disputes, enforce agreements, and for legitimate business purposes. Typical retention for transaction records is 7 years to comply with accounting requirements — adjust to local requirements.
- You may request deletion of your account and data — see Your rights below.

8. Your rights and choices

Depending on applicable law, you may have the right to:

- Access the personal data we hold about you.

- Request correction of inaccurate data.
- Request deletion of your personal data (subject to retention obligations).
- Object to or restrict processing.
- Request portability of your data in a commonly used format. To exercise any of these rights, contact us at info@lastortugas.art with the subject line "Privacy Request." We will respond within a reasonable timeframe (generally within 30 days, or as required by law). We may ask for proof of identity to process requests.

9. SMS communications and consent

- If you opt in to receive SMS messages, you consent to receive messages for account and marketing purposes as agreed. Message frequency varies. Message and data rates may apply.
- To opt out of SMS marketing, reply STOP or contact us.

10. Children's privacy

- Our Service is not intended for children under 13 (or the applicable minimum age in your jurisdiction). We do not knowingly collect personal information from children under that age. If we learn we have collected such information, we will promptly delete it.

11. Security

- We implement reasonable administrative, technical, and physical safeguards designed to protect personal information. However, no method of transmission or storage is 100% secure. We cannot guarantee absolute security.
- In the unlikely event of a data breach affecting your personal information, we will notify you and relevant authorities as required by law.

12. International transfers

- If you are located outside [Country/State], your personal data may be transferred to, stored, and processed in the United States (or other countries where our service providers operate). We will protect transferred data in accordance with this Policy and applicable law.

13. Third-party links and services

- Our Service may contain links to third-party sites and integrations (e.g., social media, Google Analytics). We are not responsible for third-party privacy practices. Please review their privacy policies.

14. Changes to this Policy

- We may update this Privacy Policy. We will post the revised Policy with a new effective date. Continued use following changes constitutes acceptance.

15. Contact us

- Privacy inquiries and data subject requests: info@lastortugas.art

- Phone: [+13453281918]
 - Address: 132D Lime tree Bay Ave Regatta business park.
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