
Spicekix App – Privacy Policy

Effective Date: April 4, 2026

SpiceKix B.V. ("we", "us", or "our") respects your privacy and is committed to protecting the personal data you share with us through the Spicekix mobile application (the "App"). This Privacy Policy explains what information we collect, how we use it, and your rights regarding your data.

By using the App you agree to the collection and use of information in accordance with this policy. If you do not agree, please do not use the App.

1. Information We Collect

When you create an account or use the App we may collect the following information:

- Account information – name, email address, and phone number.
- Authentication data – we use Supabase for authentication; your password is never stored on our servers.
- Order & transaction history – items ordered, payment amounts, and timestamps.
- Loyalty & wallet data – Kixp points balance, wallet balance, and reward redemptions.
- Device information – push notification tokens (Expo Push) to send you order updates and promotions.
- Profile photo – if you choose to upload an avatar image.
- Usage data – anonymised analytics to improve app performance.

2. How We Use Your Information

We use the data we collect to:

- Process and fulfil your food & drink orders.
- Manage your loyalty rewards (Kixp) and wallet balance.
- Send push notifications about order status, promotions, and events.
- Provide customer support.
- Improve our services and app experience.
- Comply with legal obligations.

3. Third-Party Services

We integrate with the following third-party services to operate the App:

- Supabase – user authentication and account management.
- Mollie – secure payment processing for card payments and wallet funding. Mollie handles your payment card details directly; we never store card numbers.
- Loyverse POS – point-of-sale integration for receipt generation and loyalty point management.
- Expo Push Notifications – delivery of push notifications to your device.
- Railway Object Storage (S3-compatible) – secure storage of uploaded images.

Each of these providers has its own privacy policy governing the data they process on our behalf.

4. Data Security

We take appropriate technical and organisational measures to protect your personal data, including:

- Encrypted data transmission via HTTPS / TLS.
- Secure JWT-based authentication with short-lived access tokens.
- Row-level database locking on financial operations (wallet).
- Rate limiting on sensitive endpoints.

While we strive to use commercially acceptable means to protect your data, no method of transmission or storage is 100% secure.

5. Data Retention

We retain your personal data for as long as your account is active or as needed to provide you with our services. If you delete your account, we will remove your personal data within 30 days, except where we are required by law to retain certain records (e.g. transaction history for tax compliance).

6. Your Rights

Under the General Data Protection Regulation (GDPR) and applicable Belgian and European law, you have the right to:

- Access – request a copy of the personal data we hold about you.
- Rectification – request correction of inaccurate data.
- Erasure – request deletion of your personal data ("right to be forgotten").
- Restriction – request restriction of processing.
- Data portability – request your data in a structured, machine-readable format.
- Objection – object to processing based on legitimate interests.

To exercise any of these rights, please contact us at apps@spicekix.com.

7. Push Notifications

When you enable push notifications, we store an Expo push token associated with your account. You can disable push notifications at any time through your device settings. We will never send unsolicited marketing notifications without your prior consent.

8. Children's Privacy

The App is not intended for children under the age of 16. We do not knowingly collect personal data from children. If you become aware that a child has provided us with personal information, please contact us and we will promptly delete such data.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be reflected in the App and the updated effective date will be shown at the top of this document. We encourage you to review this policy periodically.

10. Contact Us

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

SpiceKix B.V.

Email: apps@spicekix.com

Website: <https://spicekix.com>