



Data processing addendum

This addendum is part of the Tap2Order Terms of Service between A.N.G.I.E. Systems LLC, doing business as Tap2Order (“we”), and the venue that uses the Tap2Order service (“you”). It covers personal information we handle on your behalf when your guests and staff use the service.

1. Roles

You decide why and how your guest and staff information is used, and you are responsible for it. We process it only to provide the service to you. For US state privacy laws, we act as your service provider or processor.

2. What we process

Guests: order details (items, modifiers, table or pickup point, time), any name, notes or contact details a guest chooses to enter, tips, and technical data such as browser type. Card numbers are entered with your payment processor, not stored by us. **AI phone agent (if used):** caller phone number, call recording and transcript, and the order. **Your staff:** names, emails, roles and activity in the staff portal.

3. Purpose

Taking and routing orders to your staff portal and kitchen display, connecting guest payments to your processor, sending order and account emails, showing your sales and analytics, supporting you, and keeping the service secure. We may also use it to maintain and improve the service we provide to you, for example checking the accuracy of phone-order transcripts, and to create de-identified data as described in the Terms. We do not sell this information, share it for cross-context behavioral advertising, build profiles of your guests, or use it for any other purpose.

4. Your instructions

We follow your documented instructions, which are the Terms, this addendum and your settings in the staff portal. We tell you if we believe an instruction breaks the law.

5. Confidentiality and security

Only people who need access to provide the service get it, and they are bound by confidentiality. We use technical and organizational measures appropriate to the risk, including: encryption in transit (TLS) and at rest; each venue's data isolated from every other venue's at the database level; role-based access in the staff portal, with per-member permissions; multi-factor sign-in for our administrators; and an audit log of changes.



6. Subprocessors

You authorize these subprocessors, each bound by written terms at least as protective as this addendum:

SUPABASE	Ordering platform database, sign-in and file storage (menus, orders, staff accounts)
HOSTINGER	Website and platform hosting, email
RESEND	Order and account emails from the ordering platform
TELEPHONY AND SPEECH PROVIDER	Only if you add the AI phone ordering add-on; named in your add-on confirmation before it goes live

Your payment processor (for example Stripe or Square) is your own provider under your agreement with it, not our subprocessor; we pass order and payment details to it on your instructions. We give you at least 30 days' notice by email before adding or replacing a subprocessor. If you object on reasonable data-protection grounds, we will discuss alternatives, and you may end the affected service without an early-termination fee.

7. Security incidents

If we become aware of unauthorized access to your guest or staff information, we notify you without undue delay and within 72 hours, describe what happened and what we are doing, and help you meet any notice duties you have, including under New York's SHIELD Act.

8. Requests from guests and staff

If a guest or staff member asks us to access, correct or delete their information, we pass the request to you and help you respond. We do not respond on your behalf unless you ask us to.

9. Retention and deletion

We keep your guest and staff information for as long as you use the service. When your subscription ends, you can export your data for 30 days; after that we delete it within a further 60 days, except where the law requires us to keep it, such as billing and tax records. AI phone call recordings and transcripts are deleted within 90 days unless you ask us to keep a specific call to resolve a dispute.

10. Information and audits

On reasonable written request, and no more than once a year unless required by law or after a security incident, we answer your questions about how we protect your information and share relevant documentation, subject to confidentiality.



11. Location

We and our subprocessors process your guest and staff information in the United States.

12. Liability and order of precedence

The limits of liability in the Terms of Service apply to this addendum. If this addendum conflicts with the Terms on the handling of personal information, this addendum governs.

13. US state privacy laws

We process your guest and staff information only for the business purposes in Section 3. We will not sell or share it (as the California Consumer Privacy Act uses those words), retain, use or disclose it outside our direct business relationship with you, or combine it with personal information from other sources, except as those laws allow a service provider. We comply with the privacy laws that apply to us as your service provider and give the information the level of protection those laws require of you. We will tell you if we can no longer meet these obligations, and you may take reasonable steps to stop and fix any unauthorized use, including ending the affected service. We understand and will comply with these restrictions.

This addendum forms part of the Tap2Order Terms of Service and applies automatically to every venue on a paid plan. No signature is needed. Current version: September 28, 2026.