

Privacy Policy

Last updated: 30.10.2025

EVERTOGETHER S.R.L. (“the Company” or “we”) identified by unique registration code 35253758, serial number in the Trade Register J2023008567232, having its registered office in Oraş Voluntari, Bd. Pipera no. 1/VI, Hyperion Towers, building 2, ground floor, Ilfov county, e-mail: contact@pepandpepper.ro is the controller of your personal data processed (collected, stored, consulted, used) when you visit Pep & Pepper Mobile application (“the Application”) and our physical locations.

As a data controller, we constantly monitor and ensure that the processing of personal data strictly complies with the principles and regulations regarding the protection of personal data, in particular the provisions of Regulation (EU) 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation “GDPR”).

The Company may update or modify this policy, in which case we will inform you by publishing the new version on the Site. The Privacy Policy will enter into force and will begin to produce effects from the date of publication on the application.

For any questions regarding this Privacy Policy, you can contact us by email at contact@pepandpepper.ro. or by post or courier at the address in Oraş Voluntari, Bd. Pipera no. 1/VI, Hyperion Towers, building 2, ground floor, Ilfov county

This policy regulates the way we manage your personal data and includes information such as:

1. the categories of personal data that we process;
2. the purposes and grounds for processing your personal data;
3. the duration of the processing of these data;
4. your rights as a data subject and how you can exercise them;
5. the categories of entities to which we may transfer your personal data (where applicable).

1. What are the categories of personal data that the Company processes?

The categories of personal data that we process depend on the context of your interactions and relationships with the Company, respectively, with the mobile application. Thus, the Company may process the following categories of personal data:

1.1. In the case of visitors to the application (downloads)

The categories of personal data that we process in this context are: the time and date of accessing the application and the IP address from which the application was accessed. We use the personal data collected from you when you access the application to monitor traffic and to improve navigation on the application. We have a legitimate interest in carrying out these processing operations to ensure the proper functioning of the application and its improvement.

1.2. In case of filling out the contact form

The categories of personal data processed in this context are: name, email address, the content of the message you send us, as well as, optionally, your telephone number.

1.3. In case of participation in marketing campaigns (coupons, vouchers, rewards, points and others)

The categories of personal data that may be processed in this context (depending on your capacity – as well as in the notion of the specifics of the campaign and in accordance with the Regulations of each campaign in particular) can be: name, surname, e-mail, telephone, claimed coupons, vouchers, rewards, points and others.

For details on the processing of personal data within each marketing campaign, please access the information note on the processing of personal data attached to each Regulation.

2. What are the purposes and grounds for processing used by the Company?

The Company processes the personal data referred to in section 1 above, directly or through proxies, for the following purposes:

2.1. For the purpose of concluding and executing contracts, for the following purposes:

To allow your participation in our marketing campaigns and (see point 1.3 above).

2.2. In order to fulfill the legitimate interests of the Company in the context of fulfilling its activity objective:

In order to ensure the proper functioning and improvement of the application, in the context of the processing of data of the Site visitors (see point 1.1. above).

In order to improve services, manage requests/complaints received from you, personalize services at the request of the data subject, in the context of data processing of visitors to the Site (see point 1.1. above).

In order to manage complaints, suggestions or any requests that you send us through the contact forms (see point 1.2. above).

The legal basis for these processing activities is the legitimate interest of the Company to manage requests/complaints received, to improve its services, to ensure the security and protection of goods and persons, as well as the legitimate interest of the Company to exercise its legal rights.

3. Duration for which we process your data

We keep your personal data exclusively for as long as is necessary to fulfill the purposes for which we collected it (or purposes compatible with these).

You can obtain more information on the duration for which we keep your data or, as the case may be, the criteria we use to determine this duration, by sending us a request in this regard at our address.

4. How does the Company keep your personal data safe?

The Company attaches great importance to the confidentiality and security of your personal data and understands to protect them by implementing the necessary measures to keep your personal data safe. In this regard, the Company implements appropriate technical and organizational mechanisms to ensure a level of security appropriate to the risks associated with the types of data processed and the processing operations. At the same time, we regularly monitor the systems to detect possible vulnerabilities and attacks. Only authorized personnel of the Company, respectively of third parties with whom we collaborate, have access to your personal information and only to the minimum extent absolutely necessary to fulfill their obligations.

4. To whom may the Company disclose your personal data and why?

The Company is committed to protecting your personal data. In order to fulfill the purposes of processing, the Company may disclose certain categories of personal data to the following categories of recipients:

Contractual partners who provide services to the Company, for example, services for the management/administration of the application. We carefully select such providers and do not allow them to process your personal data otherwise than according to our instructions and only for the purpose of providing services to us;

Other companies within the group to which the Company belongs and / or franchises, for possible joint promotion initiatives;

To public authorities, in response to requests for information from them or to protect the rights, assets or safety of the Company;

To protect our rights in litigation;

In connection with or in the event of negotiations aimed at restructuring the Company, financing or transactions in which the Company or a part of it is involved, including by another entity.

5. Where do we transfer personal data?

To fulfill the purposes of processing, the Company may transfer part or all of the information collected about you to countries in the European Union or the European Economic Area or to states that have been recognized by the European Commission as ensuring an adequate level of protection of personal data, if such transfer is necessary for processing in accordance with the purposes described above.

In exceptional circumstances, if necessary for the purposes listed above, we may transfer your personal data to third countries, which have not been recognized by the European Commission as ensuring an adequate level of protection. In such cases, we undertake to take all necessary measures to ensure adequate protection of your personal data, regardless of where they are transferred and we will ensure that such international transfers are carried out subject to appropriate safeguards (such as, on the basis of Standard Contractual Clauses approved by the European Commission) as required by the General Data Protection Regulation (EU) 2016/679 or by other applicable legal provisions. You can obtain, at any time, using the contact details mentioned, if you would like further information on these safeguards.

6. Am I obliged to provide personal data?

Providing personal data is necessary to carry out the preliminary steps or to conclude/execute being a user on the application and to benefit from the services and rewards (coupons, vouchers, point collection, loyalty program and others) provided by the Company, to browse the application and to benefit from the promotions offered on this site. You are not obliged to provide your personal data and you have the right to object to their processing, by leaving the optional fields in the form blank. In such cases, refusing to provide personal data may result in the impossibility of participating in the promotional process and benefiting from the services provided to you via Application in our restaurants.

7. What are my rights as a data subject?

As a data subject, you benefit from the following rights, according to the applicable legal provisions:

The right to information: namely the right to receive details about the processing operations carried out by the Company;

The right to access: namely the right to obtain from the Company confirmation as to whether or not your data is being processed and, if so, access to that data and additional information about the processing;

Right to rectification: namely the right to obtain the rectification, without undue delay, by the Company, of inaccurate or incomplete data;

Right to erasure of data ("right to be forgotten"): namely the right to obtain from the Company the erasure of your personal data, without undue delay;

Right to restriction of processing: to the extent that the conditions laid down in applicable law are met;

Right to data portability: namely (i) the right to receive your data in a structured, commonly used and machine-readable format and (ii) the right to transmit these data to another data controller;

The right to object, namely the right to object, for reasons relating to your particular situation, to data processing carried out on the basis of the Company's legitimate interest, including profiling, except in cases where the Company has legitimate and compelling reasons that justify the processing and that prevail over the interests, rights and freedoms of the data subject or the purpose is to establish, exercise or defend a right in court; With regard to direct marketing activities, data subjects have the right to object to this processing at any time to the processing for this purpose;

The right not to be subject to an automated individual decision, namely the right to obtain human intervention with regard to such a decision;

The right to withdraw your consent when your personal data are processed based on your consent;

You can exercise your rights mentioned above at any time by sending us a request to this effect, at our address.

The right to lodge a complaint with a supervisory authority: for any issues related to the processing of your personal data you have the right to contact the National Supervisory Authority for Personal Data Processing, whose contact details you can access here.

However, we kindly ask you to send us any notification regarding such issues in advance, in order to be able to remedy them amicably.

8. Cookies and other similar technologies

We collect data through cookies and similar technologies, as set out in our Cookie Statement, on our website pepandpepper.ro, using cookies and similar technologies (e.g. pixels, ad tags, and device identifiers) to recognise you and your devices. For all other cookies, other than those that are strictly necessary for the operation of the Site, we need your permission. You can control cookies, modify or withdraw your consent, using the Cookie Statement on our Site, as well as through your browser settings and other tools. You can also opt out of our use of cookies other than those that are strictly necessary for the operation of the Site.

9. Promotional/marketing communications

In the event that you have expressed your express consent to communications via the application (Under “Account” settings), or if applicable legislation allows us, the Company may use your data for marketing purposes, to provide you with information regarding our activity, to send advertising, push notifications, news, email campaigns, informational and/or promotional materials, directly or through our contractual partners.

The Company will always respect the options expressed by you, not to be contacted for marketing purposes or, as the case may be, the preferences regarding the way in which you may be contacted for marketing purposes.

In the event that you have expressed your consent to be contacted for marketing purposes, you can withdraw it at any time.

10. For what period of time can the Company store your personal data?

The Company will store your personal data only as long as necessary to achieve the processing purposes mentioned above. However, we may store the data, even after achieving these purposes, if this is necessary for the fulfillment of legal obligations, to protect our interests or in cases where this is necessary to comply with applicable legal obligations.

If you fill out the Contact Form, your personal data will be retained by the Company for the period they are used to respond to you. The information or statistically collected data that you have reported or that you raise will be retained, respecting legal requirements and legislation in force, including those regarding archiving.

In the event that your data is processed for marketing purposes, if you have withdrawn your consent, the Company will cease any use of your personal data for this purpose, without affecting the processing carried out by the Company based on the consent expressed by you before its withdrawal. We remind you that you have the right to request that your personal data be deleted at any time.

12. Updating the Privacy Policy

The Company may periodically modify the Privacy Policy. We recommend that you inform yourself about these changes, as changes to the Privacy Policy will take effect from the date of publication of the updated policy on the Company's website and/or application.

13. IMPORTANT - Why do I need to be aware of the provisions of this Privacy Policy?

This Privacy Policy provides you with information regarding the processing of your personal data when using the application, being necessary as a form of knowledge and for you to decide whether you want and to access this application.