

Darrell's Privacy Policy

Updated February 12th, 2020

Darrell's Restaurant 5576 Fenwick Limited (Darrell's) is a full-service Restaurant. In this Privacy Statement the terms "we" and "usr" refer to Darrell's, including all our Locations in different geographic locations. This Privacy Statement explains Darrell's practices regarding personal information of our customers, staff and other visitors to this website (www.darrells.com), as well as those who have transactions with us through telephone, Internet, faxes and other means of communications.

Darrell's Commitment to Privacy

At Darrell's, we are committed to respecting the privacy of our customers and our Website visitors. For that reason, we have taken, and will continue to take, measures to help protect the privacy of personal information held by us.

This Privacy Statement provides you with details regarding: (1) how and why we collect personal information; (2) what we do with that information; (3) the steps that we take to help ensure that access to that information is secure; (4) how you can access personal information pertaining to you; and (5) who you should contact if you have questions and concerns about our policies or practices.

By accessing or using the Website, you consent to the terms of this Privacy Statement. If you do not consent to the collection, use and disclosure of your personal information in accordance with this Privacy Statement, do not access the Website or provide us with any personal information.

1. When we collect personal information

(a) Automatic collection

We may receive certain information automatically when you interact with our Website, emails and/or online advertising. This may include information such as the type of Internet browser or computer operating system you are using, your IP address, and the domain name of the website you just left.

Depending on your browser settings, we may store some information on your computer in the form of a "cookie" or similar file. Cookies are small pieces of data that are stored on your computer to allow us to recognize your computer when

you return to the Website. We may also use cookies to deliver content, or to save information (like a password so you do not have to reenter it). At your option, you may turn off our cookies using the applicable features contained in your Internet browser; however, doing so you may prevent you from making full use of some or all of the features of the Website.

(b) Information you provide to us

When you interact with Darrell's, you may provide us with personal information including the following:

- Contact information (e.g. name, address, email, telephone number) and information about your business (e.g. your position or job title) that we may use to respond to your inquiry, and to manage your membership or service request if applicable;
- Financial information (including credit card information) to process and manage your membership;

(c) Social Media

We may offer you the opportunity to engage with us through third-party social networking websites, plug-ins and applications. Through these platforms, you may allow us to access information associated with your social media account. We may use this information to confirm your identity and to personalize your experience on our Website.

2. How we use personal information

As part of our business operations, we collect and use certain personal information about our customers, including contact information such as name, address, email address and telephone number, in order to process your requests, provide you with services and to understand your needs so that we can serve you better. We use credit card information to process membership and other payments. We may use demographic and profile data, combined with other publicly available information, to tailor online content according to your preferences. In addition, we may use your personal information for the following purposes:

- To manage your requests and online order status;
- Facilitate participation in certain promotions and programs;

- Inform you about opportunities to participate in additional programs and services;
- To respond to your inquiries and, if you ask us to, forwarding your inquiries to a third party when resolving inquiries;
- Managing and responding to your requests;
- To process payment for your order requests;
- To meet regulatory or contractual requirements relating to the services and products provided to you; and
- To help identify you when you visit the Website, to gather demographic information about users of our Website, and to improve our online offerings and Website administration.

3. When we share personal information

From time to time we engage unaffiliated third parties to perform certain services or provide promotional services to our members, or at their request we may connect members with third party providers as part of membership programs that we offer. In these circumstances, the personal information that the third party receives is limited to only the information held by us that they need in order to render their services to us and/or to facilitate your participation in the program.

In addition, will disclose personal information:

- If a law, regulation, search warrant, subpoena or court order legally authorizes us or requires us to do so;
- As necessary to our service providers that help us with our business operations;
- If necessary, to protect the safety or security of users of the Website, to detect and prevent fraud or abusive behaviour, or when otherwise required or permitted by law to protect our rights and those of our customers;
- In the event that we sell, transfer or otherwise dispose of the business to an affiliate, successor, assign or other third-party entity; or
- With your consent.

Except as set out above, we do not sell, rent, share or disclose the personal information we hold or make our customer list available to others without your consent. Our contractors and third-party service providers are contractually obligated to maintain privacy policies that are no less stringent than our own.

4. How long do we hold personal information?

Personal information is retained only for so long as is necessary for the purpose set out above. When no longer required, we will destroy, erase or de-personalize the information. Legal requirements may necessitate our retaining some or all of the personal information we hold for a period of time that is longer than we might otherwise hold it.

5. Accuracy

To ensure that the personal information you provided is accurate, complete and up to date, we urge you to provide us with updates regarding such information and to inform us of any errors affecting the personal information that we hold.

6. Security Measures

We maintain technological, organizational and physical safeguards in an effort to protect the personal information held by us from unauthorized use, access, disclosure, distribution, loss or alteration. Access to personal information will be restricted to our authorized personnel who require the information in order to perform their duties properly. In addition, access will be limited to only that information that is strictly necessary for the performance of those duties. The same limitations are imposed upon our third-party service providers.

7. Accessing personal information

Our customers are entitled to access the personal information held by us concerning them. You can access your personal information by making a written request to us. We will generally respond to your request for information within thirty days, unless, for reasons beyond our control, a longer response time is necessary, in which case, you will be advised accordingly.

8. Inquiries or Complaints

If you are not completely satisfied with or wish to submit comments concerning this Privacy Statement or its application by us, we invite you to convey your concerns or suggestions to Canadian Federation of Independent Business, 401-4141 Yonge Street, Toronto, Ontario Canada M2P 2A6 Attention: Privacy Officer. We will reply as quickly as possible and inform you of the steps, if any, that have been or will be taken in order to address the concern or implement the suggestion.

9. Darrell's emails

As a client, you may receive email communications from us to facilitate your request and advise you of programs and services that we offer. If you wish to opt out of receiving future emails from us, you may do so by contacting us. Please allow us up to ten business days for us to process your request. Note that if you unsubscribe from certain of our emails, we may still contact you by email about your request, or as otherwise permitted by law.

10. Third Party Links

Our Website may contain links to external websites. This Privacy Statement only applies to personal information that we collect and use on or through the Website. We are not responsible or liable for the content or activities of any linked websites, or for the privacy practices of third parties. We strongly recommend that you review a third party's privacy policy before disclosing any personal information to the third party. Nonetheless, we seek to protect the integrity of our Website and welcome any feedback you may have about third party websites that are linked through our Website.

11. Modifications to this policy

We reserve the right to change this Privacy Statement at any time. We will alert you that changes have been made by indicating at the top of the Privacy Statement the date that it was last updated. We encourage you to review our Privacy Statement to make sure that you understand how information that you provide will be used. Any changes that are made to this Privacy Statement will apply to both any personal information that we hold prior to the effective date of the amended Privacy Statement and any personal information that we collect on or after such effective date.