



Privacy Notice

How Kanpla processes the personal information of people who use our platform.

About this notice

In this privacy notice, you can read about how we (Kanpla ApS) process the personal information we collect from you. This notice applies whenever you use our digital platform, including our website, apps, point-of-sale, and kiosk services.

By “personal information”, we mean any information about an identified or identifiable natural person. In other words, any information that can be directly or indirectly linked to you.

In most situations, Kanpla processes personal information **on behalf of a data controller**. The data controller is the canteen provider that serves you your meals. You are welcome to contact us to identify the correct data controller for the processing of your data.

This is a single global notice. The core sections below apply to everyone. Region-specific rights and details for the European Economic Area, the United Kingdom, the Netherlands, and the United States are set out in Sections 5 to 7.

1. Purpose and legal basis for processing

1.1 Purchases

We process personal information about the following categories of individuals in connection with purchase transactions:

- Customers
- Individuals who physically pick up food, including children

This personal information is primarily collected from you and from our partners. We process the following types of personal information in connection with purchases:

- Name
- Email address
- Information about credit/payment card numbers and expiry dates
- Dietary preferences
- Grade level

We process this information in order to:

- Deliver the agreed products and services
- Communicate with our customers, for example answering questions, inquiries, complaints, or other requests
- Manage user accounts and profiles

Legal basis. Processing is necessary for the performance of a contract to which you are a party, and for taking steps at your request before entering into a contract (Article 6(1)(b) of the General Data Protection Regulation).

1.2 Children

Our platform is used in schools and other settings where children are users, so we process personal information about children. In these cases, a parent or guardian is typically the person who provides and manages the child's personal information — for example, setting up and administering the account, adding dietary or allergen information, and making purchases on the child's behalf. We process children's personal information only for the purposes set out in this notice and in accordance with the instructions of the relevant data controller (such as the school or canteen provider).

1.3 Use of our website and application

We process personal information about visitors to our website and app. We process the following types of personal information:

- IP addresses
- Login information
- User behaviour
- Email

In addition, there are several types of personal information that are **optional** — it is up to you whether they are processed:

- Profile picture
- Information about allergens
- Phone number

We process this information in order to:

- Share information about your orders with the relevant cafeteria
- Optimise and manage the use of our website and app
- Generate statistics about the use of our website and app
- Customise and optimise our service
- Consider potential allergens
- Allow canteens to communicate with you
- Inform you of updates and new functionality in the app

Our processing is limited to the personal information necessary to fulfil the purposes above.

Legal basis. Processing is necessary for the legitimate interests pursued by us or a third party, where your interests or fundamental rights and freedoms do not override those interests (Article 6(1)(f) GDPR). The legitimate interest pursued is the ability to optimise our services based on our customers' behaviour. Your interests and rights do not override this interest because our processing does not substantially affect your rights and freedoms.

2. Who has access to your information

We disclose or transfer your personal information to:

- Data processors
- Public authorities
- Partners
- Our customers (cafeterias and canteen providers)

When our data processors process personal information on our behalf, they do so strictly in accordance with our instructions. Among other things, this means they may not use personal information for their own purposes.

3. How long we keep your information

3.1 Purchase transactions

For purchase transactions, we automatically delete the information we have recorded about your purchase after **5 years**.

Netherlands: purchase information is retained for **7 years** to comply with the record-keeping requirements of the Netherlands Tax Administration. See Section 5.

3.2 Use of our website and application

When your user account is deactivated, your personal information is deleted **1 year** after deactivation. Please note that information needed to document purchases is retained for 5 years (7 years in the Netherlands).

4. Your rights

Under applicable data protection law, you have several rights in connection with our processing of your personal information. The rights below apply to users in the European Economic Area and the United Kingdom. Users in the United States should also read Section 6.

Right of access. You have the right to access the information we process about you, together with a range of additional information.

Right to rectification. You have the right to have incorrect information about you corrected.

Right to erasure. You have the right to request that information about you be deleted. Please note that this may make you unable to use our platform.

Right to restriction of processing. In certain cases, you may request that the processing of your personal information be restricted.

Right to object. You have the right to object to our processing of your personal information.

Right to data portability. You have the right to receive your personal information in a structured, commonly used, and machine-readable format.

You can learn more about your rights in the guidance published by your local data protection authority.

Withdrawing consent. Where our processing is based on your consent, you can withdraw that consent at any time by contacting us using the details in Section 8. Withdrawing consent does not affect the lawfulness of processing carried out before the withdrawal.

Complaints. You can lodge a complaint with your data protection authority about our processing of your personal information. If you contact us to exercise your rights, we will notify the relevant data controller that you have done so.

5. Region-specific information

The core sections above apply everywhere. The table below sets out the additional details and supervisory authorities that apply in specific regions.

Region	Framework and specific details
European Economic Area	Processing is governed by the EU General Data Protection Regulation (GDPR). You may complain to the supervisory authority in your country of residence, work, or the place of the alleged infringement.
Denmark	The competent supervisory authority is the Danish Data Protection Agency (Datatilsynet), datatilsynet.dk .
Norway	Processing follows the GDPR as implemented in Norwegian law. The supervisory authority is the Norwegian Data Protection Authority (Datatilsynet).
Sweden	The supervisory authority is the Swedish Authority for Privacy Protection (IMY, Integritetsskyddsmyndigheten).
Netherlands	Purchase information is retained for 7 years to meet the record-keeping requirements of the Netherlands Tax Administration. The supervisory authority is the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).
United Kingdom	Processing is governed by the UK GDPR and the Data Protection Act 2018. You may complain to the Information Commissioner's Office (ICO), ico.org.uk .

6. United States privacy rights

This section applies to individuals who reside in the United States. Where Kanpla processes personal information on behalf of a canteen provider, we act as that provider's **service provider** (or processor) and handle personal information only as instructed. We do not use it for our own independent purposes.

6.1 Categories of personal information we collect

Depending on how you use the platform, we may collect the following categories of personal information, as described in Section 1: identifiers (such as name, email address, and IP address); commercial information (such as purchase and transaction records); payment card information (processed through our payment providers); internet and electronic activity (such as login and usage data); and, where you choose to provide it, dietary and allergen information.

6.2 We do not sell your personal information

Kanpla does not sell your personal information for money, and does not share it for cross-context behavioural (targeted) advertising. We have not done so in the preceding 12 months.

6.3 Your rights

California residents (CCPA/CPRA). You have the right to know and access the personal information we hold about you; to request correction of inaccurate information; to request deletion; to opt out of the sale or sharing of personal information (which we do not do); to limit the use of sensitive personal information; and to be free from discrimination for exercising your rights.

Residents of other U.S. states. If you live in a state that has enacted a comprehensive consumer privacy law, you have comparable rights, which typically include the right to access, correct, delete, and obtain a portable copy of your personal information, to opt out of targeted advertising and the sale of personal information, and to appeal a decision we make about your request.

Authorised agents. You may use an authorised agent to submit a request on your behalf. We may ask you to verify your identity, or the agent's authority, before we act on the request.

Children. Where children use the platform, their personal information is typically provided and managed by a parent or guardian, as described in Section 1. We do not knowingly sell or share the personal information of consumers we know to be under 16 years of age.

6.4 How to exercise your U.S. rights

To exercise any of these rights, contact us using the details in Section 8. We will verify your request and respond within the timeframe required by applicable law (generally within 45 days). Because we usually act on behalf of a canteen provider, we may forward your request to the relevant provider and assist them in responding.

7. Where we process your information

All processing of your personal information takes place within the European Economic Area (EEA). We do not transfer your personal information to, or process it in, countries outside the EEA. If you access the platform from outside the EEA — for example, from the United States — your personal information will still be processed on servers located within the EEA.

8. Contact us

You can contact us to exercise your rights, to make a complaint, or if you have questions about this privacy notice.

Kanpla ApS
Søndergade 44, 3
8000 Aarhus C, Denmark
Email: kanpla@kanpla.io

If you contact us to exercise your rights, we will contact the relevant data controller and notify them of your request.

9. Changes to this privacy notice

We update this privacy notice from time to time. As a user, you agree to be bound by the version in effect at any given time. When we make material changes, we will update the “last updated” date on the cover and, where appropriate, notify you through the platform.

This notice was last updated on 23 July 2026.