

# Kayod Technologies – Privacy Policy

Last Updated: October 1st, 2025

## 1. Introduction

This Privacy Policy explains how Kayod Technologies (“Kayod,” “we,” “us,” or “our”) collects, uses, and shares personal information. It applies to everyone who interacts with Kayod, including visitors of our website and mobile applications, customers using our delivery services, merchants who partner with us to list products and fulfill orders, and advertisers and agencies using our advertising services on Kayod robots. By accessing or using our Services, you agree to this Privacy Policy. If you do not agree, please discontinue use of our Services.

## 2. Overview of Kayod Services

Kayod Technologies provides three main services:

1. Delivery Services: Autonomous delivery robots operating in Miami and surrounding areas, handling orders from merchants to customers.
2. Merchant Platform: A marketplace where merchants can register, upload menus/catalogs, and process customer orders.
3. Advertising Services: Digital Out-of-Home (DOOH) advertising on Kayod robots, including the purchase of ad spots and campaign reporting.

## 3. Information We Collect

Information You Provide to Us:

- Account Registration: name, email address, phone number, delivery address, password, and payment method (processed via third-party providers).
- Orders & Deliveries: delivery addresses, order contents, instructions, customer feedback.
- Communications: emails, SMS, push notifications, live chat, and customer support interactions.
- Voluntary Information: survey responses, feedback, participation in promotions or contests.

Merchant Information:

- Business details (legal name, address, contact information).
- Product data (menus, catalogs, pricing, descriptions).
- Payment and banking information (via authorized processors).
- Logos, images, and brand assets for display on the platform.

Advertiser Information:

- Logos, images, videos, QR codes, and other media for ad spots.
- Campaign data (booking details, duration, reporting metrics such as ad plays and impressions).
- Billing information and communications regarding campaigns.

Applicant Data:

- For job or contractor applications: name, contact information, CV/resume, references, and background check data (where applicable).

## 4. Information We Collect Automatically

- Geolocation Data: collected when you provide a delivery address or use location-enabled features.

- Device & Usage Data: IP address, device identifiers, browser type, operating system, mobile carrier, and usage logs.
- Cookies & Tracking Technologies: used for analytics, fraud prevention, service optimization, and personalized advertising.
- Robot Cameras: Kayod robots are equipped with cameras to ensure safe navigation and operations. Video is monitored in real time by operators ('pilots') and may be stored temporarily for safety, maintenance, and quality control.

## **5. Information We Collect from Third Parties**

- Merchants & Ordering Platforms: data related to orders, including your name, contact details, and order contents.
- Advertising Partners: information about ad interactions and campaign effectiveness.
- Vendors & Service Providers: payment processors, analytics platforms, hosting providers, and communication services.
- Public Sources: publicly available data such as maps or social media information.

## **6. How We Use Your Information**

We use collected information to:

- Provide, maintain, and improve our delivery, merchant, and advertising services.
- Process and fulfill customer orders.
- Operate and report advertising campaigns.
- Personalize user experiences and content.
- Communicate with customers, merchants, and advertisers (service updates, support, marketing).
- Prevent fraud, ensure security, and protect against illegal activities.
- Conduct analytics, research, and development.
- Comply with applicable laws and regulations.

## **7. How We Share Information**

We may share your information with:

- Service Providers: including payment processors, cloud hosting, analytics, and communication platforms.
- Merchants: order details needed to prepare and fulfill your purchases.
- Advertisers: campaign reporting data (aggregated and anonymized; no personal customer data).
- Affiliates: subsidiaries or future corporate entities within Kayod's group.
- Authorities: when required by law or to protect safety, property, or rights.
- Corporate Transactions: in case of merger, acquisition, or transfer of assets.

## **8. Your Choices & Rights**

- Email & SMS Marketing: you may opt out at any time by using unsubscribe links or contacting us.
- Push Notifications: can be disabled in your mobile device settings.
- Location Services: can be disabled in your device, though some services may not work without it.
- Cookies: you can manage preferences in your browser settings.
- Data Access: you may request a copy of your personal data we hold.
- Data Deletion: you may request deletion of your account and related data, subject to legal obligations.

## **9. Data Retention**

- Customer data: retained while your account is active.
- Merchant & advertiser data: retained during contractual relationships and as legally required.
- Video footage: retained only for a limited period, unless needed for safety or investigations.

## **10. Security**

We implement reasonable technical and organizational safeguards to protect your personal information, including encryption (SSL/HTTPS), restricted access controls, and secure data storage. However, no method of data transmission or storage can be guaranteed 100% secure.

## **11. Children's Privacy**

Our Services are not directed to children under 18. We do not knowingly collect personal information from minors. If we discover such data, we will promptly delete it.

## **12. Corporate Transactions**

In the event of a merger, acquisition, or sale of assets, your personal data may be transferred to the acquiring entity, subject to this Privacy Policy.

## **13. International Data Transfers**

Kayod processes data primarily in the United States. By using our Services, you consent to the transfer and processing of your information in the United States.

## **14. Changes to this Privacy Policy**

We may update this Privacy Policy from time to time. Changes will be posted on this page with the updated 'Last Updated' date. Continued use of our Services after changes means acceptance of the updated Policy.

## **15. Contact Us**

If you have questions, concerns, or requests regarding this Privacy Policy, please contact us at:

Kayod Technologies  
Miami, Florida, USA  
Email: [info@kayodtechnologies.com](mailto:info@kayodtechnologies.com)