



Customer Privacy Policy

How we collect, use, and protect your personal information

Last Updated: September 1, 2026 · Tametoe Tomatoe Technologies Pvt. Ltd. · admin@spoonhelp.com

1. ABOUT THIS POLICY

This Privacy Policy describes how Tametoe Tomatoe Technologies Private Limited ("Spoon", "we", "us", or "our") collects, uses, shares, and protects your personal information when you use the Spoon customer application and related services (the "Platform").

By downloading the Spoon app, creating an account, or booking a cooking session, you agree to the practices described in this policy. If you do not agree, please do not use the Platform.

This policy is published in accordance with the Information Technology Act, 2000; the IT (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011; the Consumer Protection Act, 2019; and the Digital Personal Data Protection Act, 2023.

2. INFORMATION WE COLLECT

Information you provide

When you register or book a session, we collect: your name, mobile number, email address, delivery addresses (including GPS coordinates), household details including number and age of household members, preferred meal times, dietary preferences, regionality (Indian state-wise cuisine) preferences, special cooking requests, and payment method details.

Payment information

All payments are processed through PCI-DSS Level 1 compliant payment processors. Spoon never stores your full card number, CVV, or net banking credentials. We receive only tokenised transaction references and payment status.

Location data

While making bookings, we collect location through GPS to enable cook tagging, routing, and ETA calculation. We do not track your live location when the app is in the background or closed, except as necessary to complete the active session.

Usage and technical data

We automatically collect anonymised usage data: screens visited, session duration, device type, OS version, IP address, app crash logs, and feature usage patterns. This data helps diagnose issues and improve the Platform, and does not personally identify you.

Communications and reviews

We collect and display feedback shared through ratings, reviews, NPS, and related forms on Spoon apps, Play Store, and App Store. Support communications are stored for quality improvement and dispute resolution.

3. HOW WE COLLECT INFORMATION

- Directly from you — when you register, book, update your profile, contact support, or submit a review
- Automatically — through analytics SDKs, crash reporting tools, and app usage tracking
- From third parties — payment processors, SMS gateways, push notification services, and customer feedback

4. HOW WE USE YOUR INFORMATION

We use your information to:

- Create and manage your account
- Match you with suitable cooks based on your location, preferences, and availability
- Process payments and issue refunds or receipts
- Send booking confirmations, status updates, session reminders, and post-session follow-ups
- Improve matching algorithms, app features, and service quality
- Detect and prevent fraud, abuse, safety incidents, and policy violations
- Respond to your support queries and resolve disputes
- Send service-related announcements and comply with applicable laws

We do NOT use your personal information for marketing purposes without your explicit consent.

5. SHARING YOUR INFORMATION

With your assigned cook

When a cook is assigned, they receive: your first name, delivery address, special requests, dietary restrictions or allergies, and relevant household information. Your phone number is accessible only through the in-app call feature during the active session and is never displayed in plain text.

With service providers

We share data with trusted third parties — payment processors, cloud hosting providers, SMS gateways, push notification services, and analytics providers. All are bound by confidentiality agreements and cannot use your data for their own purposes.

For legal and safety reasons

We may disclose your information if required by law, court order, government authority, or where necessary to protect the safety, rights, or property of Spoon, our cooks, or the public.

We never sell your data

Spoon does not sell, rent, or trade your personal information to any third party for marketing or commercial purposes.

6. THIRD-PARTY SERVICES

The Spoon app may contain links to third-party services (e.g., Google Maps). Spoon is not responsible for their privacy practices. We encourage you to review their policies before use.

7. INTERNATIONAL DATA TRANSFERS

Your data is primarily stored on servers in India. Some third-party providers may process data outside India. Where such transfers occur, we ensure appropriate contractual safeguards are in place in accordance with applicable law.

8. DATA RETENTION

We retain your personal data for as long as your account is active or as needed to provide services. Financial records are retained for 7 years for tax and legal compliance. Account deletion requests are processed within 30 days, except for data we are legally required to retain. Aggregated, anonymised data may be retained indefinitely for analytical purposes.

9. YOUR RIGHTS

Right to access

You may request a copy of all personal data we hold about you at any time, including your booking history and payment records.

Right to correction

If any data is inaccurate or incomplete, you may request correction. You are responsible for keeping your profile information up to date.

Right to deletion

You may request deletion of your account and associated personal data within 30 days, subject to data we are legally required to retain.

Right to withdraw consent

You may withdraw consent to data processing at any time by emailing admin@spoonhelp.com. Withdrawal may affect certain Platform features.

How to exercise your rights

Email admin@spoonhelp.com with subject "Data Rights Request". We will respond within 30 days.

10. SECURITY

We implement industry-standard security measures including:

- HTTPS/TLS encryption for all data in transit
- Encryption of sensitive fields (payment information) at rest
- Role-based access controls limiting employee access to personal data
- Regular security audits and vulnerability assessments

If you suspect unauthorised access to your account, contact admin@spoonhelp.com immediately.

11. CHANGES TO THIS POLICY

When we make material changes, we will notify you via in-app notification or email at least 7 days before changes take effect. Continued use of Spoon after changes constitutes your acceptance of the updated policy.

12. GRIEVANCE OFFICER

Name: Harshvardhan Surana

Designation: Grievance Officer

Email: admin@spoonhelp.com

Address: Innov8 Mantri Commercio, Tower A, 5th Floor, No. 51, Bellandur, Bengaluru – 560103, Karnataka, India

We will acknowledge receipt within 48 hours and resolve all complaints within 30 days.

13. CONTACT US

Tameto Tomatoe Technologies Private Limited

Innov8 Mantri Commercio, Tower A, 5th Floor, No. 51, Bellandur, Bengaluru – 560103, Karnataka, India

Email: admin@spoonhelp.com

By using Spoon, you consent to the collection and use of your information as described in this Privacy Policy.

Tameto Tomatoe Technologies Private Limited · Bengaluru, Karnataka, India