
Privacy Statement

Effective Date: Oct. 27, 2025

Last Updated: Oct. 27, 2025

1. Introduction

Awro Inc. operates the Awro mobile application (“App”) and provides snack delivery services to youth sporting events (together, the “Services”). We respect your privacy and are committed to protecting your personal information. This Privacy Statement explains what personal information we collect, how we use it, with whom we share it, how we safeguard it, and your rights regarding your information.

2. Scope

This Statement applies to information we collect when you:

- use our App to place snack orders, create an account, or otherwise interact with us;
- engage with us in connection with the Services;
- receive communications from us (e.g., order updates, marketing, customer service).

By using our App or otherwise providing personal information to us, you agree to the collection, use, disclosure and retention of your information as described herein. If you do not agree, please do not use our Services.

3. Information We Collect

We collect information you provide directly and automatically, including:

3.1 Information You Provide Directly

- Contact information: your name, email address, phone number, billing address, delivery address (for event site), and payment information.
- Account information: username, password, profile details.
- Order information: details of your snack orders, event location, date/time, any special instructions.
- Communication information: messages, feedback, customer-service interactions.
- Other information you choose to supply: e.g., preferences, opt-in for promotions.

3.2 Information Collected Automatically

- Device and usage information: device identifier, mobile operating system, App version, IP address, browser type (if relevant), mobile network information.
- Location information: when you authorize the App, we may collect your device’s real-time or approximate location to deliver snacks to the correct event site.
- App usage data: how you use the App (features accessed, date/time stamps, pages visited).

- Cookies and similar technologies: to help operate the App, improve functionality and analytics.

3.3 Children's Information

Our Services are directed at adults ordering snack delivery for youth sports events. We do **not** knowingly collect personal information from children under the age of 16 without parental consent. If you believe we have collected information about a child without consent, please contact us and we will take steps to delete it.

4. How We Use Your Information

We use your information for the following purposes:

- To provide, operate, and maintain the Services (e.g., process your orders, schedule delivery to event sites).
- To manage your account, communicate order status, send updates and confirmations.
- To enable location-based delivery and routing for the snack drop-off at youth sporting events.
- To personalize, improve and optimize the App and our Services (e.g., app features, layout, suggestions).
- For marketing and promotional purposes (with your consent where required): sending offers, newsletters, updates about events or snack specials.
- For security, fraud prevention, and to protect the rights and safety of users, our business, and third parties.
- To comply with legal obligations or respond to lawful requests by public authorities.

5. How We Share Your Information

We may share your personal information:

- With service providers who help us deliver the Services (e.g., payment processors, delivery routing vendors, analytics providers, customer support). These vendors are contractually bound to protect your information and use it only for our purposes.
- With our affiliates or business partners as needed to deliver the Services (e.g., event-venue partners, snack suppliers).
- If required by law, regulation, legal process, or to protect our rights, property or safety, or that of our users.
- In connection with a corporate transaction (e.g., sale, merger, asset transfer) – where your personal information may be transferred as part of the business assets.
- In anonymised or aggregated form (e.g., statistical data) that does not identify you personally.

We do **not** sell your personal information for purposes of cross-context behavioural advertising unless we inform you and obtain any required consent.

6. Data Retention

We retain your personal information as long as necessary to fulfill the purposes described in

this Statement, to provide the Services, for legal or regulatory compliance, and for legitimate business purposes (e.g., fraud prevention, accounting). When no longer needed, we will securely delete or anonymise it.

7. Security

We implement commercially reasonable administrative, technical and physical safeguards to protect your information from unauthorized access, disclosure, alteration or destruction. However, no method of transmission over the Internet or method of electronic storage is completely secure — we cannot guarantee absolute security. Transmission of personal information is at your own risk.

8. Your Rights and Choices

Depending on your jurisdiction, you may have rights regarding your personal information, such as:

- Access: request a copy of the information we hold about you.
- Rectification: request we correct inaccurate or incomplete information.
- Deletion: request we delete your personal information (subject to legal obligations).
- Restriction of processing or objection: ask us to limit or stop certain processing.
- Data portability: in some cases, request your information in a usable format.
- Withdrawal of consent: if we process your information based on consent, you may withdraw it (though this may limit your ability to use some features).

To exercise these rights, please contact us using the contact information below. We may need to verify your identity before processing your request.

9. International Transfers

If you are located outside the United States, your personal information may be transferred to, stored and processed in servers located in the United States or other jurisdictions. By using the Services and providing your information, you consent to this transfer, storage and processing.

10. Cookies and Tracking Technologies

We, and our third-party providers, may use cookies, web beacons, SDKs, mobile analytics tools, and other technologies to collect usage information and improve the App experience. You can manage cookie preferences through your device settings or the App settings; however, disabling cookies or tracking may affect App functionality.

11. Changes to This Privacy Statement

We may update this Privacy Statement from time to time to reflect changes in our practices, legal obligations, or features of the App. We will post the updated statement in the App or on our website and indicate the “Last Updated” date. Your continued use of the Services after changes become effective constitutes your acceptance of the revised Statement.

12. Contact Us

If you have questions or concerns about this Privacy Statement or our privacy practices, or if you wish to exercise your rights, please contact us at:

Awro Inc.
[Street Address]
[City, State, ZIP]
Email: privacy@awro.co
Phone: [Your contact number]

Notes for Customisation

- Insert your full legal entity name, address and contact details.
 - Choose the correct age threshold for children under your jurisdiction.
 - Add any additional state-specific disclosures (e.g., California Consumer Privacy Act (CCPA), Virginia CDPA, etc.) if relevant to your business.
 - Make sure your App's functionality (especially location tracking) is accurately described.
 - Consider including a section on payment information handling and PCI compliance.
 - Ensure you have a mechanism for users to opt-in/opt-out of marketing communications.
 - If you implement specific vendor names (e.g., payment processor, analytics provider), consider listing or describing them.
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