



Privacy Policy

Effective Date: 1st September 2025

Last Updated: 1st September 2025

DownloadChow (“we,” “our,” or “us”) is a food ordering and delivery platform operated by Tally Technologies Ltd. We value your trust and are committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and share your information when you use the DownloadChow app (the “App”) as a User (customer) or Vendor (restaurant/food provider).

By using DownloadChow, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

From Users (Customers):

- Personal Information: Name, phone number, email, delivery address, payment details.
- Usage Information: Device type, operating system, IP address, and interactions within the App.
- Location Data: With permission, we may collect real-time location for delivery purposes.
- Transaction Data: Orders placed, payment history, and delivery preferences.

From Vendors (Restaurants/Food Providers):

- Business Information: Business name, contact details, address, menu details, pricing, and registration documents.
- Financial Information: Bank account details for payouts and financial settlements.
- Usage Information: Account activity, order history, and communication with users.

2. How We Use Your Information

We use collected information to:

- Provide, manage, and improve the DownloadChow service.
- Facilitate order placement, delivery, and payment processing.
- Verify vendor identity and ensure compliance with local regulations.
- Communicate updates, promotions, and support-related messages.
- Personalize user experience and recommend relevant vendors or dishes.
- Detect fraud, unauthorized activities, and enforce our Terms of Service.

3. Sharing of Information

We do not sell your personal data. However, we may share your information with:

- Delivery Partners: To fulfill your food orders.
- Vendors: So they can prepare and fulfill your order.
- Payment Processors: To securely process transactions.
- Service Providers: For hosting, analytics, customer support, and marketing.
- Legal Authorities: When required by law or to protect rights, property, or safety.

4. Data Security

We implement industry-standard security measures to protect your information. However, no system is 100% secure, and we cannot guarantee absolute protection against unauthorized access.

5. Data Retention

- We retain personal and business data for as long as necessary to provide our services or as required by law.
- Users and vendors may request account deletion, after which we will remove or anonymize personal data, except where retention is legally required.

6. Your Rights

As a User or Vendor, you have the right to:

- Access and request a copy of your personal data.
- Update or correct inaccurate information.
- Request deletion of your account and data.
- Opt out of marketing communications.
- Restrict certain data processing activities.

7. Cookies and Tracking

We use cookies and similar technologies to:

- Improve app performance and security.
- Remember your preferences.
- Analyze user behavior for service improvement.

You can manage cookies through your device settings.

8. Children's Privacy

DownloadChow is not intended for individuals under the age of 18. We do not knowingly collect personal data from children.

9. International Transfers

If you access DownloadChow outside Nigeria, your data may be transferred and stored in another country where data protection laws may differ.

10. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be communicated via the App or email, and the “Last Updated” date will be revised accordingly.

Terms & Conditions

Effective Date: 1st September 2025

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Welcome to DownloadChow, a food ordering and delivery platform operated by Tally Technologies Ltd (“we,” “our,” or “us”). By using the DownloadChow mobile application (the “App”), you (“User” or “Vendor”) agree to comply with these Terms & Conditions. Please read them carefully

1. Eligibility

- Users (Customers): Must be at least 18 years old and capable of entering into legally binding agreements.
- Vendors (Restaurants/Food Providers): Must be legally registered businesses with valid licenses and permits to operate in their jurisdiction.

2. Account Registration

- You must provide accurate and complete information when creating an account.
- You are responsible for maintaining the confidentiality of your login credentials.
- You agree not to impersonate another person or provide false information.

3. Use of the Service

- Users: You may use the App to browse menus, place orders, make payments, and arrange deliveries.
- Vendors: You may use the App to receive orders, update menus, manage pricing, and process deliveries.
- You agree not to use the App for any unlawful purpose, including fraud, unauthorized reselling, or misuse of personal data.

4. Orders and Payments

- Users must ensure payment details provided are valid and authorized.
- All payments are processed securely through approved payment gateways.

- Vendors are responsible for accurately fulfilling orders as displayed on their menu.
- Prices listed on the App include applicable taxes and charges unless otherwise stated.

5. Delivery

- Delivery times are estimates and may vary due to factors beyond our control.
- Users must provide accurate delivery addresses and contact information.
- Vendors and delivery partners are responsible for food quality and timely dispatch.

6. Cancellations and Refunds

- Users may cancel orders before they are accepted by a vendor.
- Once accepted, cancellation is subject to the vendor's refund policy.
- Refunds, if applicable, will be processed within a reasonable timeframe.
- Tally Technologies Ltd reserves the right to issue refunds or credits at its discretion.

7. Vendor Responsibilities

- Vendors must ensure food safety, hygiene, and compliance with local health regulations.
- Vendors are solely responsible for the accuracy of menu items, pricing, and availability.
- Vendors must deliver food in good condition and within a reasonable time.
- Vendors must not engage in fraudulent or misleading activities on the App.

8. Intellectual Property

- All rights to the DownloadChow brand, App design, and content (excluding vendor menus and logos) are owned by Tally Technologies Ltd.
- You may not copy, modify, distribute, or use any part of the App without prior written permission.

9. Limitation of Liability

- We provide the App "as is" and do not guarantee uninterrupted or error-free operation.
- Tally Technologies Ltd is not responsible for food quality, vendor performance, delivery delays, or third-party service issues.
- To the maximum extent permitted by law, we disclaim all liability for damages arising from your use of the App.

10. Termination

- We may suspend or terminate your account if you violate these Terms & Conditions.
- You may deactivate your account at any time by contacting support.

11. Privacy

Your use of the App is also governed by our Privacy Policy, which explains how we collect, use, and protect your data.

12. Governing Law

These Terms & Conditions are governed by the laws of Nigeria, and any disputes shall be resolved in the competent courts of that jurisdiction.

13. Changes to Terms

We may update these Terms & Conditions from time to time. Continued use of the App constitutes acceptance of the revised terms.

14. Contact Us

For questions or concerns regarding these Terms & Conditions and Privacy Policy, please contact us at:

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