

Where's My Chef! — Privacy Policy

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Introduction

Where's My Chef! ("we", "us", or "our") provides a mobile application (the "App", also referenced as Where's My Chef!). We value your privacy and are committed to protecting personal information. This Privacy Policy explains what information we collect, how we use it, with whom we share it, and what rights you have.

1. Information We Collect

1.1 Information You Provide

- **Account Information:** Name, email address, phone number, profile picture.
- **Chef Profile Data (if applicable):** Bio, specialties, social links, location.
- **User-Generated Content:** Posts, comments, images, reviews, messages and other content you upload.
- **Subscription and Payment Info:** Payment processing is handled by Stripe. We do not store full credit card numbers; Stripe stores and processes payment information under its own policies.

1.2 Automatically Collected Information

- **Device Information:** Device model, OS version, device identifiers, advertising identifiers.
- **Usage Data:** App interactions, screen views, session duration, crash logs (via Firebase).
- **Location Information:** Collected only if you grant permission. Used to show nearby chef posts and improve local search results.

1.3 Third-Party Information

We use third-party services including Stripe (payments) and Firebase (analytics, push notifications, crash reporting). These providers may collect data in accordance with their own privacy policies.

2. How We Use Your Information

We use personal data to provide and improve the App, for example to:

- Create and manage your account
- Enable communication between users and chefs
- Display chef posts and nearby content
- Process subscriptions and payments
- Provide customer support
- Send push notifications (if enabled) and transactional emails
- Analyze and improve app performance
- Prevent fraud, abuse, and enforce our Terms of Service

3. Sharing of Information

We do not sell personal data.

We may share information with:

- **Service Providers:** Stripe, Firebase, hosting providers, analytics and customer support tools that perform services on our behalf.
- **Legal Authorities:** When required by law, subpoena, court order, or to respond to legal process.
- **Other Users:** Content you intentionally share (posts, profile info, messages) will be visible to other users according to your privacy settings.

All third-party services are contractually required to protect personal data and may process data as independent controllers or processors depending on the service.

4. Data Retention

We retain personal information only for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce agreements. When you delete your account, we will remove your profile and posted content unless retention is required for legal or legitimate business purposes (for example to prevent fraud).

5. Data Deletion Policy (Right to Delete)

You may request deletion of your personal data at any time.

5.1 How to Request Deletion

Delete your account via the app settings or contact us at wheresmychef@yahoo.com with the subject line "Data Deletion Request". Include the email address associated with your account and a description of the data you want deleted.

5.2 What Happens After Deletion

- Your profile, posts, and personal information will be removed from public view.
- Messages you sent may remain visible to recipients for continuity (as in most messaging apps).
- Backups may retain copies for a limited time for recovery and security purposes.
- We may keep certain information if required by law.

6. Children's Privacy

The App is not intended for children under 13 (or higher minimum age where applicable). We do not knowingly collect personal data from children. If you believe a child under the applicable age has created an account, please contact us and we will delete the account and data promptly.

7. Child Safety Standards (Published Standards for App Store Compliance)

We take child safety very seriously. The following published standards apply to our App and developer account and are publicly available within the App and on our website. These standards are designed to comply with app store policies (including Google Play and Apple App Store) and applicable law.

Prohibited Content

All forms of child sexual abuse material (CSAM), child sexual exploitation (CSE), sexual content involving minors, or content that sexualizes minors are strictly prohibited. Examples of prohibited content include, but are not limited to:

- Any images, videos, text, or user-generated content that depicts or sexualizes minors.
- Requests, offers, or facilitation of sexual activity with minors.
- Any content that promotes or normalizes sexual exploitation of children.

Reporting and Removal

If we become aware of content that may involve child abuse or exploitation, we take immediate action:

- We will remove or restrict access to the content from the App pending investigation.
- We will preserve evidence and relevant metadata for law enforcement when required.
- We will report content to the relevant app store authorities and law enforcement in accordance with applicable laws and platform rules.

How to Report Suspected Child Exploitation

To report suspected child sexual abuse or exploitation please contact us immediately at:

- **Email:** wheresmychef@yahoo.com
- We will respond as quickly as possible and coordinate with law enforcement where required.

Enforcement

We will suspend or terminate accounts that violate these standards. We reserve the right to ban users and report them to law enforcement for illegal activity.

Developer Name and App Reference

This policy applies to the app **Where's My Chef!** (developed and operated by Andrew Bassett). It is published in the App's settings and on our support pages for transparency and compliance.

8. Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information. These include TLS for data in transit, encryption for sensitive data at rest where appropriate, access controls, and regular security assessments. However, no system is completely secure; we cannot guarantee absolute security.

9. Your Privacy Rights

Subject to local law, you may have rights including:

- Accessing the personal data we hold about you
- Requesting correction or updates
- Requesting deletion or restriction of processing
- Objecting to processing or withdrawing consent
- Data portability

To exercise any rights, contact us at wheresmychef@yahoo.com. We will respond within the timeframe required by applicable law.

10. International Transfers

We operate globally and may transfer data to countries with different data protection laws. Where required by law, we will implement appropriate safeguards (such as standard contractual clauses) to ensure adequate protection.

11. Legal Bases & Compliance

When applicable (for example in the EU), we rely on legal grounds such as consent, contract performance, legitimate interests, or legal obligations to process personal data. For additional compliance (GDPR, CCPA), we maintain processes to respond to data subject requests and provide required disclosures.

Data Processing

We may act as a processor or controller depending on the context. Our agreements with third-party processors include contractual terms to protect personal data. If you require a Data Processing Addendum (DPA), contact us.

12. Contact

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

Email: wheresmychef@yahoo.com

App Name: Where's My Chef! (operated by Andrew Bassett)

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This policy describes how Where's My Chef! handles personal information. This document is provided for informational purposes and does not constitute legal advice. For legal compliance (for example GDPR, CCPA, or COPPA), consult qualified counsel.