

Last updated: 11/11/2025

1. Introduction

Vientiane Sarl (the “Restaurant,” “we,” or “us”) provides this privacy policy with information on how we collect, use and disclose personal information. This Privacy Policy describes our practices in connection with information that we collect through:

- The food ordering website from which you are accessing this Privacy Policy (the “Website”);
- Email messages that we send to you that link to this Privacy Policy or other communications with you; and
- Offline business interactions you have with us.

Collectively, we refer to the Website, email messages, and offline business interactions as the “Services.”

2. Personal information (PI)

The Services collect Personal Information, including:

- Name & Contact Details such as first and last name, title, prefix, email address, telephone number, postal address
- Account Information such as username and password

3. Collection of PI

We and our service providers collect Personal Information in a variety of ways, including through the Services. For example, we collect Personal Information through the Services when you sign up for an account, place an order, or contact customer services. We need to collect Personal Information in order to provide the requested Services.

4. Use of personal information

We and our service providers use Personal Information for the following purposes:

- Providing the functionality of the Services and fulfilling your requests.
- Providing you with our newsletter and/or other (personalized) marketing materials.
- Analyzing Personal Information for business reporting.
- Aggregating and/or anonymizing Personal Information.

5. Disclosure of personal information

We disclose Personal Information:

- To Webizy, the developer of the website.
- To Oracle, the provider of the Oracle Restaurants eStore platform. We use the Oracle Restaurants eStore platform to manage order taking, our marketing campaigns, and to generate aggregated analytics information, as described above.

6. Security

We seek to use reasonable organizational, technical and administrative measures to protect Personal Information within our organization. If you have questions about our security practices, please notify us in accordance with the “Contacting Us” section below.

7. Rights and access

Your rights regarding our use and disclosure of your Personal Information.

You have rights regarding our use and disclosure of your Personal Information for marketing purposes. You may opt out from:

1. Receiving marketing-related emails from us. If you no longer want to receive marketing related emails from us on a going-forward basis, you may opt out by contacting : webizy@outlook.fr
2. Receiving marketing-related text messages from us. If you no longer want to receive marketing related text messages from us on a going-forward basis, you may opt out by contacting : webizy@outlook.fr

We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you opt out of receiving marketing related emails from us, we may still send you important administrative messages, from which you cannot opt out.

How you can access, change, or delete your Personal Information.

If you would like to request to access, correct, update, suppress, restrict, or delete Personal Information, object to or opt out of the processing of Personal Information, or if you would like to request to receive a copy of your Personal Information for purposes of transmitting it to another company (to the extent these rights are provided to you by applicable law), you may contact us in accordance with the “Contacting Us” section below. We will respond to your request consistent with applicable law.

8. Retention period

The criteria we use to determine a data retention period include:

- The length of time we have an ongoing relationship with you and provide the Services to you (for example, for as long as you have an account with us or keep using the Services);
- Whether there is a legal obligation to which we are subject (for example, certain laws require us to keep records of your transactions for a certain period before we can delete them); or
- Whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).

9. Sensitive information

We ask that you not send us, and you not disclose, any other sensitive personal information (e.g., information related to racial or ethnic origin, political opinions, religion or other beliefs, biometrics or genetic or health characteristics, criminal background, or trade union membership) on or through the Services.

10. Contacting Us

If you have any questions or complaints about this Privacy Policy, please contact us at webizy@outlook.fr, or:

Webizy, Boris WU, 120 Rue Camille Groult, 94400 Vitry-sur-Seine, France

11. Updates to this privacy policy

The “Last Updated” legend at the top of this Privacy Policy indicates when this Privacy Policy was last revised. The most up-to-date version can be found on the Website. In case there is an important change that we want to highlight to you, we will also inform you in another appropriate way (for example, via a pop-up notice or statement of changes on our website)