Robot Delivery Privacy Notice

At Just Eat Takeaway.com ("JET"), we are committed to protecting the privacy of everyone in our community. This includes our customers who choose our innovative robot delivery service, our restaurant and shop partners, and pedestrians in the areas where our robots operate.

This notice explains how our delivery robots collect and use information to navigate safely and fulfil orders, in accordance with applicable data protection laws.

1. Who is responsible for your data?

Depending on the type of data and the specific robot provider assigned to your delivery, different companies may be responsible (acting as "Data Controllers") for your information.

A. Delivery Data (Name, Address, Order Details)

For all robot deliveries, the Just Eat Takeaway entity from which you placed your order is the Data Controller for your delivery information (such as your name and address). This data is processed for the purpose of fulfilling your order. For full details on how we handle this data, please see our Privacy Statement for Customers available in the app or on the webpage. If you choose robot delivery, we will also process this data to enable that delivery method based on your consent.

B. Video data (Camera Imagery)

The robots use cameras to "see" and navigate. For this video data, the robot providers act as independent Data Controllers. They are responsible for the collection and processing of this imagery. You can find their respective privacy information below:

- **Delivers.ai:** Delivers.AI
- **Starship:** Starship Privacy Notice

2. Video Privacy Standards

While our partners are the controllers for video data, JET ensures they adhere to strict privacy standards to protect pedestrians and customers:

- **Automated Blurring:** All providers use technology to automatically detect and blur faces and number plates.
- **Strict Retention:** Unblurred "raw" imagery is stored locally on the robot for a strict, limited period before being transferred for blurring and then permanently deleted.
- **Heavily Blurred Data:** Once blurred, the imagery may be retained for an appropriate period to improve robot safety and obstacle recognition. This blurring is designed to be irreversible, ensuring the imagery is not kept in an identifiable format.
- **Teleoperation:** In specific, limited circumstances, a trained "Teleoperator" may access a live video feed from the robot. This occurs only when the robot encounters a complex obstacle or a safety-critical situation where it requires human assistance to navigate safely. These live streams are not recorded, and operators have no technical capability to store imagery locally.

3. Your Privacy Rights

You have the following rights regarding your personal data:

- **Access & Rectification:** To request access to your data or correct inaccuracies.
- **Erasure & Restriction:** To ask us to delete your data or limit its processing.
- **Objection:** To object to processing based on our legitimate interests.
- **Withdraw Consent:** Customers can withdraw consent via Customer Service Chat at any time until the robot is dispatched.
- **Complaint:** You have the right to lodge a complaint with the relevant supervisory authority if you think that the processing of your personal data infringes data protection laws.

How to exercise your rights

As our robots look similar, JET acts as a central point of contact. To make a request, please use our **Privacy Form**.

Please include the specific date, time, and location (street and city). We will use our logs to identify the provider (Delivers.ai, Starship, or RIVR). We will then forward your request to the correct independent controller.

4. Contact Us

If you have questions about this notice or our privacy practices, you can contact our Data Protection Office at dpo-office@justeattakeaway.com.