

4cakes Privacy Policy

Last updated: February 28, 2026

Effective date: February 28, 2026

1. Who we are

The 4cakes mobile application is provided by Telo Technology Limited ("we", "our", "us"). We are responsible for processing personal data described in this policy for the app experience.

2. Scope of this policy

This policy applies to the 4cakes app and related support interactions. It explains what data may be processed, why we process it, and your available rights.

3. Data we may process

- Contact data: information you provide when you contact support.
- App usage data: technical and diagnostic information for stability and performance.
- Order preference data: cake configuration details entered in the app.

4. Why we process data

- To provide, maintain, and improve core app functionality.
- To respond to support requests and service communications.
- To monitor reliability, security, and abuse prevention.
- To comply with legal and regulatory requirements.

5. Legal bases

Where relevant under UK GDPR / GDPR, we rely on performance of contract, legitimate interests, legal obligation, and consent where required.

6. Data sharing

We do not sell personal data. Data may be shared only with trusted service providers needed to operate the app, under appropriate protections.

7. International transfers

Where data is transferred outside your jurisdiction, we use appropriate safeguards in line with applicable privacy law.

8. Data retention

We keep personal data only for as long as necessary to provide services, resolve disputes, maintain records, or meet legal obligations.

9. Security

We use technical and organizational measures to protect personal data against unauthorized access, loss, misuse, or alteration.

10. Your rights

Depending on your location, you may have rights to access, rectification, erasure, restriction, portability, objection, and withdrawal of consent where applicable.

11. Children

The 4cakes app is not intentionally directed to children under 13, and we do not knowingly collect personal data from children in breach of applicable law.

12. Third-party links and services

The app and website may contain links to third-party services, which are governed by their own privacy policies.

13. Contact us

For privacy requests or questions, please use: <https://telotechnology.com/support>

14. Changes to this policy

We may update this policy from time to time. The "Last updated" date indicates the latest version.

Copyright 2026 Telo Technology Limited. All rights reserved.