

CHUBBY'S CAFE

Privacy Policy

Effective Date: October 29, 2026

Introduction

Chubby's Cafe respects your privacy. This Privacy Policy explains how we may collect, use, disclose, and protect information when you visit our website, use our mobile application, place an order, communicate with our restaurants, or participate in promotions.

1. Information We Collect

Depending on how you interact with us, information may include your name, email address, phone number, order and location preferences, transaction details, messages and inquiries, promotional enrollment details, and technical information such as IP address, browser details, cookies, and website activity.

2. How We Use Information

We may use information to fulfill orders, respond to customer inquiries, provide restaurant and menu information, operate customer messaging services, administer loyalty programs and promotions, send marketing communications with appropriate consent, improve our services, protect security, and comply with legal obligations.

3. Google AI-Enabled Messaging

Where available, Chubby's Cafe may offer AI-assisted messaging through Google Business Profile and RCS for Business. When customers initiate a conversation, Google technology may process questions and generate automated answers using business information and other applicable sources. Messages may be escalated to a restaurant representative where supported. Google may process messaging information under its own applicable terms and privacy policies. Avoid sending sensitive financial or confidential information in messages.

4. Promotional Text Messages and Emails

Customers may separately choose to receive promotional communications. For applicable SMS programs, message frequency varies and message and data rates may apply. Customers may opt out by replying STOP and request assistance by replying HELP, where supported by the service. Marketing consent is not a condition of purchase. Email recipients may use the unsubscribe mechanism in promotional emails.

5. Mobile Information and Consent

Chubby's Cafe does not sell or share mobile phone numbers or SMS opt-in consent information with third parties or affiliates for their independent marketing or promotional purposes. Authorized messaging service providers may process information to deliver communications on our behalf. This statement must be confirmed against actual business practices before publication.

6. Service Providers and Third Parties

We may use providers such as SpotHopper, Google, online ordering and delivery platforms, payment processors, and other technology vendors. They may process information as needed to provide services. Their own policies may also apply.

7. Cookies and Analytics

Our website may use cookies and similar technologies for functionality, analytics, and improving the visitor experience. Browser settings may allow you to control certain cookies, although disabling them may affect functionality.

8. Security and Retention

We use reasonable measures intended to protect information, but no online system is completely secure. Information may be retained for legitimate business needs and as required by applicable law.

9. Children's Privacy

Our website and digital services are intended for a general audience and are not directed to children under 13. We do not knowingly collect information directly from children under 13 without consent where required by law.

10. Privacy Requests

Depending on applicable law, customers may have rights to request access to, correction of, or deletion of certain personal information. Please use the designated company privacy contact below for these requests.

11. Changes

We may update this policy as practices or legal requirements change. The effective date above identifies the current version.

12. Contact Us

For location-specific questions, contact the applicable Chubby's Cafe restaurant using chubbyscafe@gmail.com.

