

PRIVACY POLICY

Effective Date: August 11, 2026

Last Updated: August 11, 2026

Welcome to **Sukoon Vendr** ("we," "us," or "our"). Your privacy and peace of mind (*Sukoon*) are fundamental to how we operate. This Privacy Policy outlines how we collect, use, disclose, protect, and handle your information when you visit our website, <https://sukoonvendr.com> (the "Site"), request free vending machine placements, interact with our online forms, or complete a transaction at our physical vending machine terminals located throughout the Tri-Valley area and Tracy, California.

By using our Site or utilizing our services, you acknowledge the data practices described in this policy.

1. Information We Collect

We collect personal information that you voluntarily provide to us, as well as automatic data collected through website usage and physical payment terminals.

A. Information You Voluntarily Give Us:

- **Facility & Contact Information:** We collect your real name, authorized business or organization name, phone number, email address, and physical facility address. This data is captured when you submit an online form requesting a free vending machine placement, fill out our general inquiry forms, or sign a Vending Machine Location Agreement.
- **Customer Support & Feedback Data:** We collect information you share when reporting an equipment malfunction, suggesting new snack/beverage menu mixes, or requesting a retail refund. This may include your machine's location, the transaction time, the item selected, and any additional details you provide to help us resolve the issue.

B. Information Collected Automatically via Website:

- **Log and Usage Data:** When you browse our Site, our hosting servers automatically log standard network details. This includes your Internet Protocol (IP) address, browser

configuration, device classification, operating system type, referring URLs, and your specific button/page interactions.

- **Cookies and Tracking Technologies:** We utilize minimal, necessary cookies to optimize your browsing experience, remember your layout preferences, and analyze general website traffic patterns. You can manage or disable cookies at any time through your individual web browser settings.

C. Data Collected at Physical Vending Machine Terminals

- **Secure Transaction Logs:** When you complete a retail purchase using a credit card, debit card, or mobile wallet (such as Apple Pay or Google Pay) at one of our physical machines, the transaction is handled securely by our third-party merchant processor.
- **No Financial Storage:** Sukoon Vendr **never views, accesses, or stores your full credit card numbers or raw financial credentials.** We only receive a secure transaction confirmation from our processor detailing the dollar amount spent, transaction time, item bought, and the specific terminal location ID.

2. How We Use Your Information

We utilize the collected information strictly to support our business operations, maintain top-tier service quality, and protect our assets. Specifically, we use your data to:

- Process, evaluate, and fulfill your requests for physical vending machine placements at your commercial or communal venue.
- Optimize our local delivery routes across the Tri-Valley and Tracy regions to ensure machines are kept fresh and fully restocked.
- Respond directly to customer support inquiries, issue retail product refunds, and maintain our machinery.
- Monitor transaction trends to curate tailored product mixes (traditional snacks, premium beverages, or faith-aligned items) that fit your location's demographics.
- Defend against, investigate, and prevent fraudulent activity, website hacking, or physical machine vandalism.
- Comply with applicable legal obligations, tax filings, and local California business regulations.

3. Sharing Your Information with Third Parties

We do not sell, rent, trade, or lease your personal information to third-party marketing companies. Your data is only shared with a limited number of trusted service providers to run our regional vending routes, process transactions, and protect our assets under California law:

- **Payment Processors:** Secure merchant platforms (e.g., Nayax, Cantaloupe, Square) that handle contactless payments at the physical snack and beverage machines. These platforms encrypt all data at the point of sale. They handle payment routing securely, ensuring we never see or store your raw financial card details.
- **Website Hosting and Infrastructure:** Trusted companies that keep our website active and route location inquiry forms to our inbox.
- **Legal Authorities:** Only if required by law, subpoena, or to protect the safety, properties, and rights of our business and customers under California state law.

4. Data Security and Retention

- **Security Infrastructure:** We apply standard physical, electronic, and procedural safeguards to protect your personal information against unauthorized access, loss, alteration, or disclosure. However, please note that no transmission over the internet or automated network can be guaranteed 100% secure.
- **Data Retention Policy:** We retain your personal business data only as long as necessary to fulfill the purposes outlined in this Privacy Policy, manage active vending location contracts, handle ongoing customer service requests, or comply with standard financial and tax bookkeeping rules under California law.

5. Your California Privacy Rights (CCPA/CPRA Compliance)

As a business operating within the state of California, we respect your rights regarding your personal data. Depending on your situation, you hold the following rights:

- **The Right to Know:** You can request a clear breakdown of what categories of personal data we have collected about you or your business facility.
- **The Right to Delete:** You can request that we delete your personal contact records from our active communication databases, subject to certain legal exceptions (such as an ongoing, signed location contract).

- **The Right to Correct:** You can request that we update or correct inaccurate contact info, phone numbers, or delivery addresses.
- **No Discrimination:** We will never discriminate against you, alter our retail pricing, or reduce our service reliability because you choose to exercise your privacy rights.

To make a privacy request, please contact us directly at info@sukoonvendr.com.

6. California "Do Not Track" Disclosures (CalOPPA)

In compliance with the California Online Privacy Protection Act (CalOPPA), our disclosure regarding automated browser privacy settings is as follows:

- **No Cross-Site Tracking:** We do not track users over time or across third-party websites to serve targeted advertisements.
- **No DNT Signal Response:** Because there is no universal technical standard, our Site does not alter its behavior or respond to automated browser "Do Not Track" (DNT) signals.

7. California "Shine the Light" Law

In accordance with California Civil Code Section 1798.83, our policy regarding consumer data transmission is as follows:

- **Direct Marketing Exemption:** California residents hold the right to request a disclosure tracking personal data shared with third parties for their own marketing.
- **Zero Shared Data:** Sukoon Vendr does not share, rent, or trade any consumer or facility details with external entities for direct marketing purposes, rendering your account exempt from this request requirement.

8. Children's Online Privacy Protection Act (COPPA)

Our website, business marketing materials, and digital request forms are intended solely for use by adult business owners, property managers, school administrators, and community leaders. We do not knowingly collect personal data from children under the age of 13. If you believe a minor has accidentally provided us with personal contact data through an online web form, please notify us immediately so we can permanently purge the entry from our servers.

9. Security Safeguards

We implement industry-standard physical and electronic security protocols to safeguard your personal data. However, remember that no data transmission over the internet or cashless terminal network can ever be guaranteed 100% secure.

10. Changes To This Privacy Policy

We reserve the absolute right to modify, adjust, or completely update this Privacy Policy at any time to reflect changes in our vending technology, regional routes, or state privacy laws. Any modifications will be posted live to this page with an updated "Last Updated" timestamp. We encourage you to review this policy periodically to stay informed about how we are protecting your peace of mind.

11. Reviewing Your Data or Contacting Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our secure automated terminal data networks, please contact us immediately.

Contact Information:

- **Business Name:** Sukoon Vendr
 - **Official Website Address:** <https://sukoonvendr.com>
 - **Local Operations Base:** Tri-Valley & Tracy Region, California
 - **Email Address:** info@sukoonvendr.com
 - **Phone Number:** 925.216.6088
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