LIVRAISON RIKI

Register of Processing of Personal Information

LIVRAISON RIKI — Internal Document (s. 3.2, Law 25)

Document: **Official Register · Internal Use**
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Questions about Law 25: **confidentialite@livraisonriki.com**

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Instructions for Use

This register documents all processing of personal information (PI) carried out by LIVRAISON RIKI. It is kept up to date at all times and is the central document for demonstrating compliance with Law 25 to the Commission d'accès à l'information (CAI) in the event of an audit.

Processing Records

T-001 — Customer Account Creation and Management

Purpose	To enable ordering, invoicing and communication
Legal Basis	Performance of the contract (s. 12)
PI processed	Name, email, telephone number, address, password encrypted using bcrypt
Retention period	Duration of the account + 24 months of inactivity
Recipients	Customer service, assigned couriers, partner restaurant
Transfers outside Québec	None outside Québec (after migration to OVH)
Technical measures	bcrypt, TLS, encryption at rest, anti-brute-force lockout

T-002 — Order and Payment Processing

Purpose	Delivery of the service, issuance of invoices
Legal Basis	Contract + legal obligation (MEV-WEB)
PI processed	Items, amounts, tip, Stripe token, timestamp
Retention period	6 years (accounting obligations)
Recipients	Restaurant, courier, Stripe, Revenu Québec
Transfers outside Québec	Stripe (USA/Ireland) under a DPA
Technical measures	PCI token, MEV-WEB RSA signature, hash chain

T-003 — Real-Time GPS Tracking

Purpose	To show the courier's location to the customer and optimize the route
Legal Basis	Explicit consent
PI processed	GPS coordinates, timestamp, courier ID
Retention period	Deleted at the end of the delivery
Recipients	Customer concerned, internal admin (via dashboard)
Transfers outside Québec	Google/Apple Maps (transit only, no storage)
Technical measures	Reduced granularity, no cross-trip correlation, encrypted websocket

T-004 — Transactional push notifications

Purpose	Inform in real time (confirmation, preparation, delivery)

Legal Basis	Performance of contract
PI processed	Anonymous push token (no direct ID)
Retention period	90 days after last use
Recipients	Firebase (Google) · Apple Push Notification Service
Transfers outside Québec	USA (Google, Apple) under DPA
Technical measures	Rotating tokens, no sensitive content in the message

T-010 — Dish search history (optional)

Purpose	"For You" section and notices when a dish that was searched for goes on sale
Legal Basis	Explicit consent (disabled by default)
PI processed	Search terms, date, associated dishes
Retention period	1, 3, 6 months or 1 year at the customer's choice; consent requested again by email and in the app at the end of the period, otherwise erasure
Recipients	None (internal use by LIVRAISON RIKI)
Transfers outside Québec	None
Technical measures	Automatic erasure (TTL), review and erasure by the customer in Profile

T-005 — Marketing communications (opt-in)

Purpose	Promotions, new offerings, loyalty programs
Legal Basis	Explicit consent (opt-in)
PI processed	Name, email, purchase history for segmentation
Retention period	Until consent is withdrawn
Recipients	Resend (sending), internal marketing team
Transfers outside Québec	Resend (USA) under DPA
Technical measures	Unsubscribe link in every email, immediate deletion upon request

T-006 — Customer ↔ courier ↔ restaurant chat

Purpose	Quick resolution of questions during the order
Legal Basis	Performance of contract
PI processed	Text messages, timestamps, participants
Retention period	36 months after the end of the order
Recipients	Conversation participants only
Transfers outside Québec	None
Technical measures	Optional end-to-end encryption, automated anti-abuse moderation

T-007 — Security logs and fraud detection

Purpose	Service security, abuse detection
Legal Basis	Legitimate interest
PI processed	IP address, user agent, critical actions (login, payment, deletion)
Retention period	24 months
Recipients	Internal security team
Transfers outside Québec	None
Technical measures	Pseudonymization after 90 days, role-based access restriction