LIVRAISON RIKI — Privacy Policy

Last updated : October 31, 2026 · Rimouski (Québec)

1. Who We Are

LIVRAISON RIKI (business in the process of incorporation) ("we," "us," "our") operates a local meal delivery platform in Rimouski, Quebec. We are committed to protecting your personal information ("PI (personal information)") in accordance with **Quebec Law 25** and its implementing regulations.

Questions about Quebec Law 25: email **confidentialite@livraisonriki.com**
Mailing address: 25 rue Saint-Germain Est - Étage 1, Rimouski (Québec) G5L 1A3, Canada

2. Information We Collect

We collect only the PI (personal information) necessary to provide the service:

Identity and contact — Last name, first name, email, phone number, delivery address.

Real-time location — GPS (Global Positioning System) position for delivery, deleted immediately after delivery.

Transactions — Order history, amounts, tips, payment method.

Payment — Secure Stripe (online payment platform) token. **We never store your full payment card number.**

Preferences — Favourite restaurants, declared allergies, language.

Technical — Push notification token, access logs, IP (Internet Protocol, your device's Internet address) address, application version.

Communications — Chat messages and support tickets.

Searches (only if you consent) — Dishes searched in the application, used for the "For You" section and discount notices. Kept for 1 month, 3 months, 6 months or 1 year, at your choice, then automatically deleted. At the end of the period, your consent is requested again by email and in the application; if you do not respond, the history is deleted. Disabled by default and can be changed in Profile › My Search History.

3. Why We Collect This PI (personal information)

We use your PI (personal information) for the following purposes, and only these:

- To provide you with the ordering and delivery service (contract)
- To issue your invoices in compliance with Revenu Québec requirements (MEV-WEB (Revenu Québec online sales recording module)) — legal obligation
- To send you confirmations, tracking updates and delivery notifications
- To prevent fraud and secure your account
- To offer you personalized recommendations from restaurants and businesses on the LIVRAISON RIKI platform that offer discounts (only with your consent)

- To send you marketing communications (only if you consent; can be turned off in 1 click)
- To produce aggregated and anonymized statistical analyses of service usage

4. Who We Share Your PI (personal information) With

We **never** sell your PI (personal information). We share it only with:

Partner	Why	Location
Partner restaurant	Prepare your order (name + items)	Quebec
Assigned delivery driver	Deliver to you (name + address + phone number)	Quebec
Stripe (online payment platform)	Process your payment securely	Ireland/USA (United States of America)
Resend (messaging platform that sends emails)	Send you confirmation emails	USA (United States of America)
Firebase / Apple Push (Google and Apple services that show alerts on your phone)	Send push notifications	USA (United States of America)
Anthropic (Claude) and OpenAI (artificial intelligence providers)	Power Gigi, the AI assistant: the text of your questions, your voice messages and the photos you send her are transmitted to get an answer. They are not used to train their models	USA (United States of America)
ElevenLabs (synthetic voice)	Read Gigi's answers aloud (answer text only)	USA (United States of America)
Canada Post (AddressComplete)	Find your official address as you type (address or postal code text only)	Canada
OpenStreetMap (open map)	Find your address as a fallback if Canada Post does not respond (address text only)	Europe (United Kingdom)
Revenu Québec	Submit MEV-WEB (Revenu Québec online sales recording module) invoices	Quebec

Every transfer outside Quebec has been the subject of a **Privacy Impact Assessment (PIA (Privacy Impact Assessment))** and a processing agreement compliant with section 17 of Quebec Law 25 (legisquebec.gouv.qc.ca/en/document/cs/P-39.1#se:17).

5. How Long We Keep Your PI (personal information)

- **Active account** → for as long as your account exists
- **Inactive account** → automatically deleted after 24 months of inactivity
- **Order history** → 6 years after the last order (tax obligation)

- **MEV-WEB (Revenu Québec online sales recording module) invoices** → minimum 6 years (Quebec tax law)
- **GPS (Global Positioning System) position** → deleted as soon as the delivery is completed
- **Security logs** → 24 months
- **Support communications** → 36 months after resolution

6. Your Rights

Quebec Law 25 grants you vested rights, which we fully respect:

Right	What it allows you to do
Right of access	Obtain a complete copy of all your PI (personal information)
Right to rectification	Correct inaccurate information
Right to erasure	Delete your account and your data
Right to portability	Retrieve your data in a standard format
Right to object to automated profiling	Refuse personalized recommendations
Right to withdraw consent	At any time, in 1 click from your account
Right to file a complaint with the CAI (Commission d'accès à l'information du Québec, Quebec's privacy regulator)	File a complaint with the Commission d'accès à l'information

To exercise a right, write to us at **confidentialite@livraisonriki.com**. We respond within a maximum of **30 days** of receiving your request.

7. Security

- AES-256 (Advanced Encryption Standard) encryption at rest
- Mandatory TLS (Transport Layer Security, encryption protocol) 1.3 transport (HTTPS (secure web browsing protocol) everywhere)
- Passwords encrypted with bcrypt + salt (the "salt" is a unique random value added to each password before encryption: two identical passwords never produce the same result, which prevents guessing them from known password lists)
- Login attempts limited (blocked after 8 failed attempts in 15 minutes)
- Two-factor authentication available
- Daily encrypted backups
- 24/7 monitoring of suspicious access
- Annual security audits

8. Cookies and Similar Technologies

Our mobile application does not use cookies. However, our website uses cookies that are strictly necessary for its operation (session, cart). You can block cookies in your browser without affecting your ability to place an order through the application.

9. Children and Minors

LIVRAISON RIKI is intended for people aged **14 and older**. We do not knowingly accept registrations from people under 14. If you discover that a minor under 14 has created an account, contact us at confidentialite@livraisonriki.com for immediate deletion.

10. Changes to This Policy

We may update this policy. In the event of a significant change (new purpose, new service provider, change to rights), we will **notify you in the application and by email at least 30 days before** it takes effect. By continuing to use the service, you accept the new version.

11. Contact Us

For any questions about your PI (personal information), write to us:

confidentialite@livraisonriki.com
LIVRAISON RIKI (business in the process of incorporation)
25 rue Saint-Germain Est - Étage 1, Rimouski (Québec) G5L 1A3, Canada

You may also contact the **Commission d'accès à l'information du Québec**:
cai.gouv.qc.ca
1 888 528-7741