

Privacy Policy

DATE OF UPDATE : November 18th 2025

What is the purpose of our Privacy Policy?

Foodvisor, which manages the foodvisor.io website as well as the Foodvisor platform and mobile application, hereinafter referred to as the "services", attaches great importance to the protection and confidentiality of your personal data, which we consider to be a guarantee of reliability and trust.

As such, our Personal Data Privacy Policy precisely reflects our **desire to ensure that Foodvisor complies with the applicable rules on the protection of personal data** and, more specifically, those of the General Data Protection Regulation ("GDPR").

In particular, our Privacy Policy aims to inform you about how and why we process your personal data in connection with the **services** we provide to you.

Who is our Privacy Policy for?

Our Privacy Policy applies to **you**, regardless of where you live, as long as you are at least 15 years old and **use our Foodvisor services**.

If you are under the legal age detailed above, you are not authorized to use our services **without the prior and explicit consent** of one of your parents or the holder of parental authority, which must be sent to us by email at data@foodvisor.io.

If you believe that we are holding personal data about your children without your consent, please contact us at the dedicated address detailed above.

Why do we process your personal data and on what basis?

We process your personal data mainly for the following purposes:

- **To use and benefit from our services** to help users track and improve their diet, nutrition and health habits, and **all its features** (personalized nutritional program, goal tracking, etc.), on the basis of our general terms of use.
- **To manage user accounts** (e.g. account creation, access to the service and account deletion) on the basis of our general terms of use.
- **Benefit from our Blog and FAQ** on the basis of our legitimate interest in providing you with the best possible service.
- **Collect and display customer reviews** based on our legitimate interest in promoting our services.
- **To respond to your requests via our contact form** provided on the basis of our general conditions of use.
- **To exchange with our services via our chatbot**, based on our legitimate interest in exchanging easily with you.
- **To pay online and manage your subscription** on the basis of our general terms and conditions of sale.
- **To receive our technical emails** (e.g. modification of passwords, etc.) essential to the proper functioning of our service on the basis of our general conditions of use.
- **To be able to upload and import documents on our platform** on the basis of our general conditions of use.
- **To operate the videos on our mobile application**, based on our legitimate interest in offering you content in video format.
- **To write free comments on the mobile application**, based on our general terms of use.
- **To follow us and comment on our publications on social networks** based on our legitimate interest in having a dedicated page on social networks.

- **To apply for a position** with Foodvisor based on discussions we have with you during the recruitment process and our legitimate interest in recruiting and selecting candidates.
- **To benefit from our customer service** on the basis of our legitimate interest in responding as effectively as possible to your complaints and requests and on the basis of our general terms and conditions of sale.
- **To respond to our satisfaction surveys** on the basis of our legitimate interest in taking your feedback into account in order to improve our service.
- **To participate in our online advertising campaigns**, based on our legitimate interest in promoting our services and reaching new customers.
- **To display personalized advertisements**, measure ad performance, and optimize your user experience based on your prior consent.
- **To guarantee and reinforce the security and quality of our day-to-day services** (e.g. statistics, data security, etc.) on the basis of our legal obligations, our general terms of use and our legitimate interest in ensuring the proper functioning of our services.

Your data is collected **directly from you** when you use our Foodvisor platform and we undertake to process your data only for **the purposes described above**.

What personal data do we process and for how long?

We have summarized the categories of personal data and their respective retention periods below:

- **Personal identification data** (e.g. surname, first name, etc.) retained for the duration of the service, plus the statutory limitation periods, which are generally 5 years.
- **Economic and financial data** (e.g. bank account number, verification code, etc.) kept for the time required to complete the transaction and manage invoicing and payments, plus the statutory limitation periods, which are generally 5 to 10 years.
- **Data relating to personal life** (e.g. family situation, lifestyle habits, etc.) are kept for the entire duration of the service, plus the statutory limitation periods, which are generally 5 years.
- **Data relating to professional life** (e.g. professional status, professional category, etc.) retained for the entire duration of the service provided, plus the statutory limitation periods, which are generally 5 years.
- **Health data** (e.g. allergies, medical history, etc.) is retained for the duration of the service. Data is immediately deleted in the event of service termination or account inactivity.
- **Data indicated in the CV and cover letter** kept for the duration of the recruitment process and for 2 years from the date of your application.
- **Email address to receive our technical messages** kept until your account is deleted.
- **Connection data** (e.g. logs, IP address, etc.) stored for 1 year.
- **Health data** retained until your account is deleted.
- **Cookies** are generally stored for a maximum of 13 months. For more details on how we use your cookies, please consult our cookies policy, which is available at all times on our website.

Once the applicable retention periods have expired, the deletion of your personal data is **irreversible** and we will no longer be able to communicate it to you. At most, we can only keep anonymous data for **statistical purposes**.

Please also note that in the event of **litigation**, we are obliged to retain all data concerning you for the duration of the case, even after the expiry of the retention periods described above.

What rights do you have to control the use of your personal data?

The applicable data protection regulations grant you **specific rights** which you can exercise, at **any time and free of charge**, to control the use we make of your data.

- Right to **access and copy your personal data**, provided this request does not conflict with business secrecy, confidentiality or the secrecy of correspondence.
- Right to **rectify** personal data that is incorrect, outdated or incomplete.

- The right to request the **deletion** ("right to be forgotten") of personal data that is not essential to the proper functioning of our services.
- The right to **limit** the use of your personal data, which allows you to photograph the use of your data in the event of a dispute over the legitimacy of processing.
- The right to data **portability**, which enables you to retrieve part of your personal data so that it can be easily stored or transmitted from one information system to another.
- The right to give **instructions** on what to do with your data in the event of your death, either through you, a trusted third party or a beneficiary.

For a request to be **taken into account**, it must be sent directly by **you** to data@foodvisor.io. Any request not made in this way **cannot be processed**.

Requests cannot come from anyone other than you. We may therefore ask you to provide **proof of identity** if there is any doubt about the identity of the person making the request.

We will respond to your request **as quickly as possible**, subject to a **maximum of three months** from receipt if the request is technically complex or if we receive many requests at the same time.

Please note that we may at any time **refuse** to respond to any **excessive or unfounded** request, particularly in view of its **repetitive** nature.

Who can access your personal data?

Your personal data is processed by **our teams** and by **our technical service providers for the sole purpose of operating our service**.

We **check all our technical service providers before recruiting them**, to ensure that they comply scrupulously with the rules applicable to the protection of personal data.

With your consent, your data may be shared with **Admob/Google advertising and their mediation partners**. These third-party companies are only involved in the distribution, personalization, and measurement of advertisements within the application. They may only receive information that is strictly necessary for these purposes, such as advertising identifiers, anonymized usage data, and interactions with advertisements.

Can your personal data be transferred outside the European Union?

Personal data processed by our Foodvisor services is exclusively hosted on servers located within the European Union.

Furthermore, we do our utmost to use only technical tools whose servers are also located within the European Union. However, if this is not the case, we scrupulously ensure that they implement the **appropriate guarantees required to ensure the confidentiality and protection of your personal data**.

How do we protect your personal data?

We implement the **following technical and organizational means** to guarantee the **security** of your personal data on a daily basis and, in particular, to combat any risk of destruction, loss, alteration or disclosure.

Technical safety measures

Anti-bot, User password database ("Back" side) separate from logins, Encryption of user database at rest and in transit, Encryption of passwords ("Back" side), HTTPS protocol, VPN to access servers, SSO with 2FA for backoffice, WAF on Amazon

Organizational safety measures

Locked offices, Information systems charter, Data breach management procedure, Personal rights management procedure, Rules of good conduct, Team awareness and training twice a year

Do we use cookies when you browse our services?

Please note that we use cookies when you browse our platform and mobile application. For more information, please consult our Cookie Policy.

Who can you contact to obtain more information about the use of your personal data?

To best guarantee the protection and integrity of your data, we have officially appointed an independent **Data Protection Officer ("DPO")** to our supervisory authority.

You can contact our DPO at any time and free of charge at data@foodvisor.io to obtain more information or details on how we process your data.

How can you contact the CNIL?

You may at any time contact the "**Commission nationale de l'informatique et des libertés**" or "**CNIL**" at the following address: CNIL Complaints Department, 3 place de Fontenoy - TSA 80751, 75334 Paris Cedex 07 or by telephone at 01.53.73.22.22.

Can the Privacy Policy be modified?

We may modify our Privacy Policy at **any time** to adapt it to new **legal requirements** and to **new processing operations** that we may implement in the future.

[Manage my cookies](#)

Certified by Dipeeo ®

 [Download / Print this page](#)