

Chilio – Privacy Policy

Effective Date: May 30, 2026

Chilio is operated by Horizon Digital Group, located at GANIDHA RESIDENCE RUKO NOMOR 1 JALAN GUNUNG SALAK BANJAR TEGALLANTANG, Desa/Kelurahan Padangsambian Kelod, Kec. Denpasar Barat, Kota Denpasar, Provinsi Bali, Kode Pos: 80117.

1. Overview

Chilio provides digital restaurant menu management, AI waiter functionality, menu publishing, analytics, and related services for restaurants and hospitality businesses.

2. Information We Collect

We may collect account information (name, email, phone), restaurant/business information, menu content, analytics and usage data, AI waiter interactions, billing information through payment providers, and technical information such as device/browser data.

3. How We Use Information

We use collected information to provide and improve the platform, power AI waiter experiences, manage subscriptions, provide customer support, analytics, fraud prevention, and platform security.

4. Data Sharing

We do not sell personal information. We may share data with trusted service providers required to operate Chilio, including hosting, authentication, analytics, AI, payment, and communication services.

5. Data Security

We implement commercially reasonable measures to protect information, though no online service can guarantee complete security.

6. Your Rights

You may request account updates, deletion requests, or support inquiries by contacting support@chilio.site.

7. Data Retention

We retain data as necessary to provide services, comply with legal obligations, and resolve disputes.

8. Contact

For privacy questions, contact support@chilio.site or write to Horizon Digital Group at the registered address above.