

Scrementi's Restaurant & Banquets

Loyalty Program Privacy Policy

Effective Date: Friday 10/23/2026

1. Introduction

Scrementi's Restaurant & Banquets ("Scrementi's," "we," "us," or "our") values the privacy of our customers.

This Privacy Policy explains how personal information is collected, used, disclosed, and maintained in connection with our loyalty program and associated SMS and email communications.

2. Information We Collect

Depending on the information requested during enrollment and the features of the program, we may collect:

- Customer name
- Mobile telephone number
- Email address
- Birthday or anniversary information, if voluntarily supplied
- Loyalty membership information
- Loyalty activity and reward history, if tracked
- Communication preferences
- Marketing consent records
- Subscription and unsubscribe history
- Technical information associated with registration, such as submission timestamps and IP addresses, where collected

3. How Information Is Collected

We may collect personal information when customers:

- Scan a Scrementi's QR code and access an enrollment form
- Complete and submit a loyalty registration
- Subscribe to SMS or email communications
- Update marketing preferences
- Communicate with the restaurant about their membership

Our service providers may also generate technical and delivery records when processing program enrollment or messages.

4. How We Use Personal Information

We use collected information as applicable to:

- Register and manage loyalty memberships
- Administer loyalty benefits and rewards
- Send communications customers have elected to receive
- Provide information about eligible member offers
- Respond to customer inquiries
- Manage communication preferences and opt-outs
- Document consent and comply with applicable legal requirements
- Protect and maintain the integrity of the loyalty program

We will use personal information only for disclosed purposes or other purposes permitted by applicable law.

5. SMS Consent and Mobile Information

Customers may separately authorize Scrementi's to send loyalty-related marketing text messages.

Mobile phone numbers, SMS opt-in data, and SMS consent information will not be sold, rented, or shared with third parties or affiliates for their own marketing or promotional purposes.

Information may be disclosed to service providers acting on our behalf to deliver messages, maintain the program, and perform related services, subject to appropriate restrictions.

SMS consent is not a condition of purchasing food or services from Scrementi's.

6. Email Marketing

Customers may separately subscribe to marketing emails.

Marketing emails may contain loyalty information, member benefits, and offers associated with Scrementi's.

Every commercial marketing email will contain an unsubscribe mechanism.

7. Service Providers

We may use third-party technology providers to support loyalty management, digital enrollment, customer communications, and related operations.

Such providers may process customer information on our behalf in accordance with their services and applicable contractual obligations.

Provider information: Kangaroo Rewards

8. Data Security

We will implement reasonable administrative, technical, and organizational safeguards appropriate to the personal information maintained in our loyalty program.

No method of electronic storage or transmission can be guaranteed completely secure.

9. Data Retention

We will retain customer information for as long as reasonably necessary to administer the program, provide requested services, maintain appropriate consent records, honor unsubscribe requests, and satisfy applicable legal obligations.

Information no longer required will be deleted, de-identified, or otherwise handled according to our applicable retention procedures.

10. Customer Choices and Requests

Customers may:

- Stop promotional text messages by replying STOP
- Unsubscribe from marketing emails using the unsubscribe link
- Contact Scrementi's to update their information
- Request information about accessing, correcting, or deleting personal information, subject to applicable law

Unsubscribing from promotional messages does not necessarily cancel participation in the underlying loyalty program.

11. Children's Privacy

The loyalty program and related marketing communications are intended for individuals aged 18 or older.

We do not knowingly seek to collect personal information from children through this program.

If we become aware that information has been collected from a child contrary to applicable requirements, we will take appropriate steps to address the information.

12. Changes to This Policy

Scrementi's may revise this Privacy Policy to reflect changes in the loyalty program, business practices, technology providers, or legal requirements.

The most current version will be made available through the restaurant's published privacy policy page.

13. Contact Information

For privacy inquiries or questions concerning personal information, customers may contact:

Scrementi's Restaurant & Banquets
3760 Chicago Road
Steger, IL 60475
Phone: 708-755-7200
Email: Tiffany.Scrementis@gmail.com
Website: <https://www.scrementis.com>