

Privacy Policy

Last Updated: June 2026

MOOD ENTERTAINMENT SOCIEDAD ANONIMA ("MOOD", "we", "our", or "us") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store, process, and disclose information when you use MOODCR.COM, the MOOD mobile application, our reservation systems, loyalty programs, messaging services, events, and any related products or services (collectively, the "Services").

By accessing or using our Services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information:

Personal Information

- First and last name
- Email address
- Telephone number
- Date of birth
- Profile photo
- Membership information
- Reservation history
- Event attendance history

Account Information

- Login credentials
- Facebook account information (when using Facebook Login)
- Google account information (when using Google Login)
- Social media profile information when authorized by the user

Transaction Information

- Reservation details
- Purchase records
- Payment confirmations
- Membership purchases
- Promotional redemptions

MOOD does not store complete payment card information. Payment transactions may be processed through authorized third-party payment providers.

Device and Technical Information

- Device type
- Operating system
- Browser information
- IP address
- App version
- Device identifiers

Location Information

Where permitted by law and authorized by the user, we may collect location information, including:

- GPS location
- Venue proximity information
- Bluetooth beacon interactions
- Check-in activity
- Location-based engagement features

Location services may be used to enhance guest experiences, reservations, venue navigation, safety features, notifications, and loyalty benefits.

2. How We Use Information

We may use personal information to:

- Create and manage user accounts
- Process reservations and bookings
- Manage memberships and loyalty programs
- Provide customer support
- Send confirmations and notifications
- Deliver promotions and special offers
- Improve our products and services
- Enhance security and fraud prevention
- Analyze usage patterns and customer engagement
- Personalize user experiences
- Operate venue-related services
- Support operational, security, and hospitality functions
- Comply with legal obligations

3. Messaging Communications

Users may choose to receive communications through:

- Email
- SMS
- MMS

- WhatsApp
- Push notifications
- Facebook Messenger
- Instagram messaging services

Users may opt out of promotional communications at any time using available unsubscribe or opt-out methods.

4. Artificial Intelligence and Automated Services

MOOD may use artificial intelligence, machine learning systems, conversational assistants, recommendation engines, and automation tools to improve customer experiences.

These systems may assist with:

- Reservations
- Customer support
- Concierge services
- Personalized recommendations
- Membership management
- Event communications
- Venue operations

Information submitted through AI-powered features may be processed by authorized technology providers acting on our behalf.

5. Social Media Integrations

Our Services may integrate with:

- Facebook
- Instagram
- WhatsApp
- Meta platforms
- Google services
- Other social platforms

When users connect third-party accounts, we may receive information permitted by those services and authorized by the user.

6. Future Services and Technologies

As MOOD evolves, we may introduce additional products, services, technologies, and experiences including but not limited to:

- Loyalty and rewards programs
- Membership tiers

- VIP experiences
- Event management services
- Digital wallets
- Mobile payments
- Beacon and proximity systems
- Security and safety systems
- Transportation integrations
- Artificial intelligence enhancements
- Customer relationship management tools
- Operational and venue management systems

Any new service will remain subject to the principles described in this Privacy Policy.

7. Sharing Information

We do not sell personal information.

We may share information with:

- Payment processors
- Technology providers
- Cloud hosting providers
- Customer support providers
- Analytics providers
- Marketing service providers
- Security service providers
- Government authorities when legally required

All third parties are expected to protect personal information appropriately.

8. Data Security

We implement reasonable administrative, technical, and organizational measures designed to protect personal information from unauthorized access, loss, misuse, disclosure, or alteration.

However, no system can guarantee absolute security.

9. Data Retention

We retain information for as long as necessary to:

- Provide Services
- Maintain business records
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

Retention periods may vary depending on the nature of the information.

10. User Rights

Subject to applicable laws, users may have the right to:

- Access personal information
- Correct inaccurate information
- Request deletion of personal information
- Restrict certain processing activities
- Withdraw consent where applicable
- Request a copy of their information

Requests may be submitted to:

INFO@MOODCR.COM

11. Children's Privacy

Our Services are not directed to children under the age required by applicable law. We do not knowingly collect personal information from children without appropriate authorization.

12. International Processing

Information may be processed in jurisdictions outside of Costa Rica where our service providers operate. We take reasonable measures to protect information transferred internationally.

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

When changes are made, the updated version will be posted on MOODCR.COM with a revised effective date.

Continued use of our Services after changes become effective constitutes acceptance of the updated Privacy Policy.

14. Contact Information

Privacy Officer

MOOD ENTERTAINMENT SOCIEDAD ANONIMA

Email: INFO@MOODCR.COM

Website: <https://moodcr.com>