Matty’s Pizzeria

Privacy Policy & Online Ordering Terms

Last updated: November 24, 2026

Scope

This Privacy Policy describes how Matty’s Pizzeria handles personal information in connection with www.mattyspizzeria.com, customer inquiries and orders. Online ordering is provided through WebOrder at mattyspizzeria.weborder.net. That service may have its own privacy and payment terms.

Information collection and use

When you contact us or place an order, information may include your name, telephone number, email address, delivery address, order details and any information you choose to provide. We use this information to respond to inquiries, fulfill pickup and delivery orders, resolve customer service issues and administer our business. If you inquire about employment, we use the information you provide to respond to your inquiry.

Sharing information

We do not sell or rent your personal information. We may share information as necessary to fulfill your request, including with ordering, payment, hosting and delivery service providers, or when required by law. Access should be limited to people who need the information for their work.

Website logs, cookies and external services

Our website hosting service may record technical information such as IP addresses, browser information and page requests for operation, troubleshooting and security. The redesigned informational website does not include advertising trackers or analytics scripts. External services, including WebOrder and Google Maps, may use cookies or other technologies under their own privacy policies. You can manage cookies through your browser settings.

Marketing and your choices

If we send promotional emails about specials, products or services, you may opt out at any time by using the unsubscribe instructions or contacting us. We will honor opt-out requests as required by applicable law. Order confirmations and other necessary service communications may still be sent.

Access, correction and deletion

You may contact us to request access to personal information we hold about you, correct inaccuracies, request deletion or express a concern about how your information is used. We may need to verify your identity. Certain information may need to be retained for legal, tax, accounting, security or order-dispute purposes. Requests concerning information held directly by WebOrder may also need to be directed to that provider.

Security and retention

We aim to use reasonable safeguards to protect personal information and retain it only as needed for legitimate business and legal purposes. No system can guarantee absolute security. Use the designated online ordering checkout for online card payments; please do not send full card numbers or security codes by email. If a data breach requires notice under applicable law, we will provide the required notifications.

Children’s privacy

Our website is intended for a general audience and is not directed to children under 13. If you believe a child has provided personal information to us without appropriate authorization, please contact us.

Policy updates and contact

We may update this policy from time to time. The current version will be posted on this page. For questions, requests or concerns, contact Matty’s Pizzeria, 288 Youngs Street, Wilson, NY 14172; telephone 716-751-3907; email mattyspizzeria@gmail.com.

Online orders and credit card terms

Online orders are submitted through WebOrder. The original policy lists Visa, Mastercard, American Express and Discover; available payment methods are shown at checkout. By submitting an order, you authorize the applicable payment charge for the items selected, applicable taxes and any disclosed delivery or other charges. Review the total before submitting your order. If payment cannot be collected, you remain responsible for amounts properly due for your order. Provide accurate billing information and use only a payment method you are authorized to use. Notify your card issuer promptly of loss, theft or unauthorized use, and update your billing or account information as needed.

Refunds and exchanges

Refunds and exchanges are handled on a case-by-case basis, consistent with applicable law. If there is a problem with your order, contact Matty’s Pizzeria at 716-751-3907 so we can review the issue.