



Does your restaurant use an app to take customer orders for delivery or pickup?

**Know your rights and responsibilities under new NYC laws.**

**NYC's Third-Party Food Delivery Service Laws have a licensing requirement for apps and protections for the restaurants that use them. Restaurants have new requirements, as well.**



Scan code or see back.

**NYC** Consumer and Worker Protection



## Starting January 24, 2022

- ✓ **Apps must have a written agreement with your restaurant to list it on the app.**  
*Agreements entered after January 24, 2022 must include bathroom access for food delivery workers. See next section.*
- ✓ **Apps cannot charge your restaurant more than the fee caps.** *See fee cap amounts at [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps).*
- ✓ **Apps that list or link to a phone number for your restaurant must include your direct phone number.**
- ✓ **Apps must make clear to customers that any additional listed phone number is for the app and confirm any fees to use numbers to place orders.**
- ✓ **Apps cannot charge your restaurant for phone orders that do not end with a sale.**
- ✓ **In some cases, apps must give your restaurant customer data if you request it.**

### RIGHTS

- ✓ **Restaurants must comply with agreements to provide bathroom access to food delivery workers when they pick up orders for delivery.** *Limited exceptions for health or safety reasons.*
- ✓ **Restaurants must let customers withdraw consent to use data shared by apps and delete it on request.**
- ✓ **Restaurants cannot sell, rent, or disclose customer data without customer consent.**

### RESPONSIBILITIES

For more information, contact the Department of Consumer and Worker Protection (DCWP):

- Visit [nyc.gov/DeliveryApps](https://nyc.gov/DeliveryApps)
- Call **311** and ask for “Food Delivery App Complaint”

### CONTACT