

PRIVACY POLICY

Thank you for visiting <https://cryptocity.exchange> (the "Platform" or "CryptoCity.Exchange"), an online platform owned and operated by Nimiq Labs, Ltd together with our Terms of Service sets out the basis on which any Personal Information we collect from you ("you", "your", or "user"), or that you provide to us, will be processed by us. By "Personal Information", we mean any information which, either alone or in combination with other data, enables you to be directly or indirectly identified, for example your name, email address, username, contact details or any unique identifier such as an IP address, device ID or other online identifier.

Please read the following carefully to understand what data we collect, how that data is used and the ways it can be shared by us. If you do not wish for your Personal Information to be used in the ways described within this Privacy Policy then you should not access or use the Site or use any of the services, functions, or features offered from time to time on the Site ("Services").

The data controller of your Personal Information is **Nimiq Labs, Ltd, Coinify and Let's Exchange**

a. What information do we collect?

- i. **Information provided by you:** We collect personal information that you voluntarily provide to us when interacting with our website, products, or services. This may include your name, contact information, email address, and any other information you choose to provide.
- ii. **Information we collect about you.** When you visit the Site, we may automatically collect certain information about your usage of our website or services. This may include your IP address, device information, browser type, operating system, and browsing behavior.

Important: We do not collect any special categories of Personal Information about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

b. Purposes for which we collect your Personal Information:

We collect your personal information for the following purposes:

- i. **To provide you with better information:** We may use your personal information to deliver personalized content, recommendations, and updates based on your preferences and interests.
- ii. **To enhance our services:** Your personal information helps us understand how our services are used, identify areas for improvement, and develop new features to enhance your experience.
- iii. **To communicate with you:** We may use your contact information to respond to your inquiries, provide customer support, and keep you updated about our products, services, and promotional offers.
- iv. **To ensure the security of our services:** Your personal information allows us to authenticate users, detect and prevent fraudulent activities, and protect the integrity of our systems and data.
- v. **To comply with legal obligations:** We may process your personal information to fulfill our legal and regulatory requirements, such as responding to legal requests and complying with applicable laws, regulations, or court orders.

c. Legal basis on which we process your Personal Information: We will process your Personal Information on the following grounds:

- i. Where it is necessary for us to perform pursuant to our contract with you or in your interests; and/or
- ii. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. Legitimate interests mean the interests of our organization to conduct and manage our business to enable us to better serve you and provide you with a secure experience on the Site.
- iii. We ensure that we balance any potential impact on you and your rights before we process your Personal Information for our legitimate interests. We do not use your Personal Information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.
- iv. Generally, we do not rely on consent as a legal basis for processing your Personal Information other than in relation to our use of cookies or when we send third party direct marketing communications to you anonymously.

d. We collect Device Information using the following technologies:

"**Cookies**" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

"**Log files**" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.

“Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

2. Security and confidentiality

- a. The Company is committed to protecting your privacy. Internally, only people within the business need to know Personal Information, or whose duties reasonably require access to it, are granted access to users’ Personal Information. Such individuals will only process your Personal Information on our instructions and are subject to a duty of confidentiality.
- b. The Site’s systems and data are reviewed periodically to ensure that you are getting a quality service and that leading security features are in place. We have put in place procedures to deal with any actual or suspected data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

3. Disclosures

- a. You agree that we have the right to share your Personal Information with:
 - i. Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries including their respective contractors, affiliates, employees or representatives
 - ii. **Service providers:** We may share your personal information with trusted third-party service providers who assist us in delivering our products and services. These service providers are contractually obligated to protect your personal information and can only use it for the specified purposes.
 - iii. **Business partners:** We may collaborate with trusted business partners to offer joint services or promotions. In such cases, we may share your personal information with these partners, but only with your consent.
 - iv. **Legal requirements:** We may disclose your personal information if required by law, regulation, or legal process, or if we believe that such disclosure is necessary to protect our rights, enforce our terms of service, or safeguard the safety of our users or the public.

4. **DO NOT TRACK.** Please note that we do not alter our Site’s data collection and use practices when we see a Do Not Track signal from your browser

5. **Data Security.** We implement appropriate security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. **Your Choices and Rights.** You have the right to access, update, and delete your personal information. If you wish to exercise these rights or have any questions regarding the processing of your personal information, please contact us using the information provided at the end of this Privacy Policy.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

7. Other Sites and protecting your Personal Information

- a. This Privacy Policy and the use of your Personal Information only applies to the information you provide. You are cautioned that if you disclose Personal Information or personally sensitive data through the use of the Internet, such as through chat rooms, communities, bulletin boards, or other public online forums, this information may be collected and used by other persons or companies over which the Company has no control. It is your responsibility to review the privacy statements, policies, terms, and conditions of any person or company to whom you choose to link or with whom you choose to contract. The Company is not responsible for the privacy statements, policies, terms, conditions, or other content of any Site not owned or managed by the Company.
 - b. The Company takes all reasonable actions to protect and safeguard Personal Information, but there are protective measures you should take, as well. Do not share your Personal Information with others unless you clearly understand the purpose of their request for it and you know with whom you are dealing. Do not keep sensitive Personal Information in your e-mail inbox or on Webmail. If you are asked to assign passwords to connect you to your Personal Information, you should use a secure password and always use two-factor authentication (2FA), where available. You should change your password regularly.
8. **Children’s Privacy.** Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If you believe that we have inadvertently collected personal information from a child, please contact us, and we will take appropriate measures to remove the information.
9. **Changes To Our Privacy Policy.** We reserve the right to modify or update this Privacy Policy at any time. We will notify you of any significant changes by posting the revised Privacy Policy on our website or through other communication channels. Your continued use of our services after such modifications or updates signifies your acceptance of the revised Privacy Policy.

10. Contact

- a. Questions, comments and requests regarding this Privacy Policy should be addressed to _____

- b. EEA users only: Should you have any concerns about how we handle your Personal Information, please contact us in the first instance. We will do our best to resolve your concern. Alternatively, you may prefer to submit a complaint directly to the national supervisory authority within your jurisdiction, details of which can be found online.

11. Cookies Policy

This cookies policy should be read in conjunction with our Privacy Policy.

- a. The Site may use “cookies”. A cookie is a small text file containing a unique identification number that identifies a user’s browser each time that user visits a website. The use of cookies is industry standard practice and many major browsers are initially set up to accept them. You can reset your browser to either refuse to accept all cookies or to notify you when you have received a cookie. However, if you refuse to accept cookies, you may not be able to use some of the features available on the Site.
- b. If you choose to disable or block our cookies on your computer or other device you will need to do this through your browser. Click on the 'Help' menu on your particular browser to learn how to manage your cookie preferences. Alternatively, you can visit www.aboutcookies.org for comprehensive information on how to manage cookies.
- c. Third Parties and Cookies: Please note that this Privacy Policy only applies to our website and services. We are not responsible for the privacy policies or practices of any third-party websites, services, or applications that may be linked to or integrated with our services. We encourage you to review the privacy policies of those third parties.
- d. The cookies on the Site may be from any of the following categories:
 - i. Strictly Necessary cookies - these are used for technical reasons and are necessary to enable the Site to operate efficiently so that you can navigate the Site with ease and use specific features. These include, for example, cookies that help us to debug any errors. If these cookies are blocked or disabled, some of the Site may not operate effectively.
 - ii. Functionality cookies - these are used to improve the functionality of the Site and make it easier to use. They help us to identify you as a repeat user of the Site and help us remember your preferences (for example, your choice of language or region).
 - iii. Analytical - these record your visit to our Site, the pages you have visited and the links you have followed. We will use this information to make the Site and the advertising displayed on it (if any) more relevant to your interests. We may also share this information with third parties for this purpose.
- e. We may share information that we collect through cookies, in aggregated form, with carefully selected third parties for the purposes set out above, unless you disable or block cookies.