

PRIVACY POLICY



1. Introduction

1.1 In this Privacy Notice ("Policy") the corporation mentioned within the imprint ("Vigor Loop Co." "we," "us," "our") explains how we collect and use personal information about you once you visit our website ("www.vigorloop.com"). You confirm that you have read the Policy simply by using this Website.

1.2 In the event that we make any significant changes to the current Policy (e.g. changes to the knowledge we collect, how we make use of it, or the uses we make of it), we'll indicate these in the Policy, and provide a prominent link for 30 days after the change.

2. We collect the following information:

2.1 Information you provide. You provide us with information when you use our website, correspond with us, enter into any of our competitions, promotions, surveys, post on our websites, subscribe to our newsletter, purchase our goods or services, book events through the website, create an account (which will be available in the near future) or communicate with us via one of our social media platforms, such as our telegram channel. Whenever we request information from you, we will collect it through the relevant forms or pages on the site.

Our website also collects your delivery address, billing address, and payment information if you buy OVO Coins, products, or other goods from us or use the stacking feature. Note that we will not store your payment information, this will be handled by a third-party company.

2.3 The information we collect about your preferences may also be associated with your visit to one of our pages.

2.4 If you subscribe, receive one of our newsletters or receive other direct communications from us, you'll be providing us together with your name, email address, gender, date of birth and interests, among other things.

2.5 We may use your personal information so as to make specialized recommendations with the aim of enhancing your user experience while browsing our website. You'll even be offered content supporting your viewing history or Instagram "likes" that you simply may find interesting and would really like to observe. We'll not collect your Instagram, Twitter, YouTube or TikTok username or password, but we may collect details from these platforms that confirm whether you're using your Instagram, Twitter, YouTube or TikTok accounts. So as to reinforce

your user experience and deliver meaningful content, this information is accessed from your Instagram, Twitter, YouTube or TikTok profiles. This is often the knowledge that you simply make available to the general public on your profile and that we don't have access to any of your personal account settings.

2.6 If you give us your consent, our website may use GPS tracking so as to supply you with location-based functions and should also access photos and videos that you simply may store on your mobile device. Additionally, we may use push notifications to send you, once you first access the web site , you'll be asked if you would like to activate these features.

2.7 Information we collect automatically. During your visit to our website, we may automatically collect the subsequent information: your IP address, log-in information, location information, browser type and version, browser plug-in types and versions, OS and platform, information about your visit including the URL clickstream to, through and from our website, your advertising ID (if this is often supported by your device like an Apple product or Google product), products you viewed or looked for, videos you've got accessed, download errors, length of visits to certain pages, interactions, media download for offline access, screen resolution, device processing power and memory, playback errors and buffering issues, user behavior like length of website use, and unique device identifiers (for example an IMEI address (a unique number assigned to mobile phones that's employed by GSM networks to assist them identify valid mobile devices)). As a part of our efforts to supply you with the simplest online experience possible, we collect information automatically through various technologies, like "cookies" and "web beacons".

2.8 We can also collect information about you through our security systems once you visit our premises or participate in our events.

2.9 Information we obtain from other sources. We may receive information about you from other sources if you employ any of the opposite services we offer on our website or from other Vigor Loop Co. entities and affiliates. Our company also works closely with third parties (such as business and sponsorship partners, subcontractors within the technical, payment, and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and should receive information about you from them (including information that's publicly available to them).

3. Why we use your information

3.1 We use the knowledge we collect so as to supply you with the simplest possible experience once you access our website and have interaction with us, including by

using our services and products. This includes using your information for the subsequent purposes:

- (a) to supply and improve our products and services: we use your information to allow you to know if we are ready to provide you with the products and services you've requested, including once you make a sale, receive a confirmation email, or get in-tuned with you regarding your account. As a result, we use your information to reinforce and adapt our website, products, and services to raised suit the requirements of individual users;

- (b) creating and managing your account: we use your information for the needs of making your account and managing our relationship with you. We also use your information to speak with you regarding your account and our services and products;

- (c) administrating the website: We use your information so as to administer our website for internal operations, including troubleshooting and fault analysis for the website, in order that we will better understand any errors you'll encounter;

- (d) improving the content and functionality of our site: we use your information so as to enhance the content of our web pages and make sure that it's presented within the best manner for you and your device;

- (e) safety and security: as a part of our efforts to stay our website safe and secure and to assist manage and administer our Information Technology systems, we use the knowledge collected via our website. Information collected by our security systems helps us keep our premises and therefore the attendees at our events safe and secure;

- (f) marketing: in order to communicate with you and keep you informed about our activities and events, as well as those of third parties that we anticipate you will also want to know about, we use your information to generate suggestions and proposals about goods or services that we believe will interest you. Please note that we may provide this information to you by email (subject to your prior consent if legally required), personalized notifications on our websites, targeted ads on our websites and third party platforms, text, social media, or telephone;

- (g) online advertising: the knowledge we collect from you is employed in order that we will measure and understand how effective the advertising we deliver to you and others, and produce relevant advertising to you. Our social media brand is additionally built and maintained using your information once we communicate with you via social media;

- (h) customizing and personalizing your experience: within the event that applicable law permits, we may combine information we receive from third party sources, including from social media platforms, with information you give to us and knowledge we collect about you, including through cookies and web beacons. You'll expect us to use this information, also because the combined information for enhancing your experience on our website by providing you with information, content and offerings tailored to your needs;

- (i) provide a uniform experience across devices and platforms: information collected from and provided by you on one device or platform are going to be matched with information collected from and provided by you on other devices and platforms,

- (j) providing customer service and managing any complaints or requests: we may use your information for the needs of providing you with a more efficient customer care service, like managing any complaints or requests that you simply may have;

- (k) making necessary disclosures and enforcement purposes: your information could also be utilized in order to reply to requests which we are legally obligated to suit, to enforcement or regulatory authorities, bodies or agencies, or to defend a legal claim. Furthermore, so as to enforce our Terms and Conditions also as this Policy;

- (l) managing the sale, transfer, or reorganization of 1 of our business entities.

4. Legal basis for using your information

4.1 Your personal information will be processed in accordance with a variety of legal grounds, such as:

- (a) once you have provided your consent: for instance, we require your consent before we process your personal information for marketing activities, when using technology like cookies or when processing special categories of knowledge, like your dietary preferences;

- (b) where the processing is important for the performance of a contract: for instance, so as to permit us to facilitate booking an occasion, deliver goods you've got ordered from our website, or facilitate the acquisition of any product;

- (c) as required by law: for example, we may be required to divulge your data to an enforcement agency or to you or our representatives involved in a legal dispute.

- (d) in order to protect our legitimate interests, which may include: (1) provide our products and services to you; (2) safeguard your account and make sure that our website, network, and knowledge technology are secure and are used appropriately; (3) analyze how you employ our products, services, and website and to form improvements; (4) identify the products and services you're interested in; (5) tailor our content, marketing, promotions, and offers to match your interests; (6) develop a profile on both traditional and social media; (7) communicate efficiently and conduct social analytics on social media; (8) taking care of the safety of our whole business and people we partner with, monitoring the world around and within our premises to shield our employees, customers, and members of the general public from misconduct or criminal activity; (9) maintain relationships and have interaction in business with vendors, partners, and other companies; (10) stay awake so far with market practices so as to stay our service competitive and meet the expectations of customers; and (11) determine the effectiveness of advertising on our website and on partner websites. Counting on the jurisdiction, this sort of processing may require consent. In cases where consent is required by law, we'll obtain your consent to try to do so.

5. How we share and disclose your data

5.1 We may share your information with our Vigor Loop Co. partners for the purposes outlined at section 3 of this Policy and with third parties, which include third party online platforms, social media platforms, organizations providing a service to us or acting as our agents, including, but not limited to, sub-contractors (including their agents) and professional advisers, advertising agencies, ad networks, IT suppliers, database providers, backup and disaster recovery specialists, audit inspectors, email service providers and other service providers necessary to improve our products and services.

5.2 We will:

- (a) share aggregated, anonymized, or other de-identified data with advertisers, advertising networks, and social networks that require the data to select and serve relevant ads to you and others. Aggregate information will also be used to help advertisers reach the audience they want.

- (b) utilize the personal information we have collected from you to help our advertisers deliver ads to a targeted audience and to deliver our promotional messages to you. As a consequence, you will be presented with advertisements that are more relevant to you based on the information we have collected about you; and

- (c) sharing your personal details with those who assist us in improving and optimizing the website for better personalisation of content and advertising, as well as accessing information provided by analytics and search engine providers.

In addition, our suppliers and service providers will be required to comply with our standards regarding the processing of information and security. We will only provide them with the information they need to carry out their functions, including your personal information. They will not be able to make use of your personal information for any purpose other than those outlined in this policy.

6. Opting in or out of direct marketing

6.1 We, along with selected third parties, may use the information you provide on our website for direct marketing purposes, such as providing updates, newsletters, information about events, and other information that may be of interest to you.

6.2 If required by law, we will obtain your prior consent before sending you direct marketing. In any case, you will be able to unsubscribe from every communication sent.

6.3 If you do not wish to receive direct marketing from us, you may opt out at any time by sending us an email at the email address outlined below in section 17 or by selecting the unsubscribe button included in our email correspondences.

7. Tools for analyzing and advertising

7.1 In order to ensure that our online advertising is relevant and interesting to you, we analyze your online behavior on our site, partner platforms, and interactions with us. For example, we track when you click articles or our adverts (which are on our website and third party websites), when you interact with us on social media (by mentioning us or our products), when you directly communicate with us (which may include communicating with our Telegram channel) which are used across social media when you buy products from us, when you open and interact with our marketing communications and where you have come from to visit our website.

8. Cookies & Technology

8.1 Our website collects information automatically through the use of "cookies". In addition, cookies may be set by us, or they may also be set by third parties. A cookie is a small text file that a website can send to your browser, which may then be stored on your computer as a unique tag that helps distinguish your computer but does not identify you. It is possible that some of our website pages may use cookies in order to better serve you when you visit our website again.

8.2 The Web beacons we use are also called small images, clear GIFs, or tags, as well as "single pixel GIFs". These images are small graphic images that are placed on our website. By using web beacons we are able to enhance our products and services and provide us and third-party partners with analytics information, such as how many visitors our website receives. It is possible that web beacons are also used in our email correspondence in order for us to determine whether you have opened them or taken any further actions. The company also works with other organizations to place web beacons on their websites or in their advertisements. We do this in order to produce statistics regarding how often clicking on an advertisement on a Vigor Loop Co. website results in a purchase or other action on the advertiser's website.

8.3 When using our website, we collect information automatically by using unique device identifiers ("IDs"). Generally, an ID is a specific string of numbers and letters (a "character string") which is assigned to your device, but does not identify you personally. This ID allows us and selected third parties to track your behavior when you use our website. IDs serve a number of purposes, including storing your preferences and improving your overall user experience. For example, IDs can tell us whether you have previously used our website or if you are a new user. As a result, advertisements that appear via the website will be relevant to your interests and needs. This functionality makes IDs extremely beneficial in order to improve your online experience.

9. Links to other websites and social media accounts

9.1 When we provide links to other websites, we do so only for informational purposes. The other websites are not under our control and are not covered by this Policy. By using the links provided, you may access other websites whose operators may collect information about you that they will use in accordance with their privacy policies, which may vary from ours.

9.2 In some pages of our website, third parties that provide content, applications or plug-ins through our website may track your use of content, applications and plug-ins or customize content, applications and plug-ins for you. As an example, when you share an article on our website using a social media sharing button (e.g., Instagram, Twitter, Telegram), the social network that created the button will record this action.

10. Data retention

10.1 We will not retain your information longer than is necessary for our business purposes or to comply with applicable laws or regulations.

10.2 Your information will be retained by Vigor Loop Co. as long as you possess an account with us and for a period of time thereafter if it is necessary to meet our legal obligations, such as for tax and accounting purposes. Your information is retained in accordance with our internal data retention policies.

10.3 You may object to or opt out of receiving direct marketing communications from us by removing your contact details and marketing permissions from our systems, which will ensure that you will not receive any future marketing communications from us. Also, if the data we hold about you is pertinent to an investigation or a dispute, we will not delete it. We will retain it until those issues have been resolved.

10.4 No matter what, we will continue to protect your personal data in accordance with this Policy, and in any case. To ensure that our information is always up-to-date, we will also routinely update it.

11. Your rights

11.1 Subject to applicable law, you may have the following rights, in certain circumstances, in relation to your personal information:

- (a) Right to access your personal information. To obtain a copy of the personal information we maintain about you, please contact us by e-mail at the address provided below. Please note that before we can respond to your request, we will need to verify your identity and further details about your request. As a general rule, we endeavor to respond within a reasonable period of time, and in any event, within any deadlines required by law.

- (b) Right to have your personal information rectified, erased, or restricted. In order to rectify, erase or restrict the processing of your personal information, please contact us at the email address listed below. It is your responsibility to provide true, accurate, and complete information to us and to keep this information current.

- (c) Right to revoke consent. In the case where you have provided your consent to processing, you may withdraw your consent at any time by contacting us at the email address provided in section 17.

- (d) Right to data portability. You can ask us to assist you in moving some of your data to another company if you wish to do so. Therefore, you have the right to request that your information be provided to another company in an easily readable format. If you would like to do so, please email your request to the following email address.

- (e) Right to object. If you wish to object to the way we use your personal information or to direct marketing based on profiling, you may do so by contacting the email address below with your request.

- (f) Right not to be subjected to automated decision making (see section 12 below for more information).

- (g) The right to submit a complaint to a supervisory authority. When you have a complaint regarding how we handle your personal information, you can get in touch with your local regulator in order to resolve your issue.

11.2 If you have created an account, you are able to access the personal information that we maintain about you via your account in order to obtain a copy of the information and to correct, amend, or delete any inaccurate information. Your account can also be closed at any time.

11.3 If you would like to exercise any of your rights listed above, please contact us by email at the email address provided in Section 17.

12. Profiling

12.1 Your data may be used by us in order to find out more about you so that we may try to better predict what products and services you may be interested in. In order for us to verify your address and to assess your suitability on some of our e-commerce pages, we engage service providers who utilize automated decision making with the aim of verifying your address. We do this so that we can ensure that we are using the right addresses and that we are able to assess the risk of non-payment for our products and services.

13. Security of personal information

13.1 To protect your personal information that is under our control, we apply physical, technical and administrative measures to make sure that it is protected from unauthorized access, collection, use, disclosure, copying, modification or disposal. We store all information that you provide to us on secure servers.

13.2 If we provide you with a password that permits you to access our website, you are responsible for keeping the password secure and confidential.

14. International transfers

14.1 Since the internet is a global environment, the use of the internet to collect and process personal information necessarily requires the transmission of information on

an international level. It is possible that your personal information will be transmitted to parties outside your region (where data protection laws may be different, for example, in the United States) including those of our affiliates. Although we generally store your personal information in your region (for example, for European visitors, the European Economic Area), it is possible that it may be transferred to third parties outside your region (where data protection laws may be different, for instance, in the United States).

14.2 Once any such transfer happens, we will put in place safeguards and data protection solutions across any country, including any third countries, to ensure the security of your information. For example, standard contractual clauses are used to protect data in any third country transfer. If you would like to know more about these safeguards, please contact us by email as detailed in Section 17.

15. Use of this website

15.1 By using this website, you confirm that you are over the age of 16 years old. Without this consent, users are not allowed to provide us with information and in the event that they provide us with information without our permission, we will stop processing their information as soon as we find out.

16. Policy Changes

16.1 This Policy was last updated on Feb 18, 2022. A notice will be displayed for 30 days whenever this Policy is changed in a material way. By continuing to use our website, you confirm your acceptance of the relevant changes.

17. Questions, Concerns, Complaints about this Policy and DPO Contact Details

17.1 If you have any questions, concerns, or complaints about this policy or how we handle your information, please contact us at: privacy@vigorloop.com