

## Privacy and Cookies Policy

**Last Updated date: September, 2024**

MaskEX Platform is the operator of the MaskEX Website (whose domain name includes but is not limited to <https://mask-ex.com> ); related mobile applications, social media platforms, and other platforms operated within MaskEX Platform, which provides users with digital currency transactions, Contracts for Differences services and other related services based on this platform.

This Privacy Policy (together with our Terms and Conditions and any other documents referred to in it) sets out the basis on which any Personal Data we collect from You, or that You provide to us, will be processed by us and applies to all users (“User”, “Users”, “You” or “Your” “Yourself”) using MaskEX Platform. By accessing our Platform, registering with us, or submitting information to us You consent that You have read and understood our collection, storage, processing, use, transfer, and disclosure of Your Personal Data in accordance with this Privacy Policy.

The process for changing your information begins in the account area. Additionally, you may request to change your personal information at any time and as often as necessary. If you need assistance or have questions about changing, updating or correcting information, you can contact us via email at [support@maskex.com](mailto:support@maskex.com).

If you have any further questions about the platform's privacy policy, please contact the person in charge of the privacy policy at: [legal@maskex.com](mailto:legal@maskex.com)

### **1. Definitions**

As will be used herein in this Privacy Policy, the following terms are defined as follows:-

**“Personal Information” or “data”** is as described at article 2A;

**“You”** means the user of the platform;

**“We” or “the Platform”** refers to us, MaskEX or this platform

### **2. Collection of Data**

#### **A) When you provide Personal Information to the requirement of the platform:-**

The platform collects Personal Information such as your full legal name, gender, date of birth, address (residence), email address, nationality, ID such as driving license or Passport, video or photograph of you from your identification documents, transactional information and any other information that may be requested occasionally.

#### **B) When you use the platform’s network services or visit the platform’s web pages:-**

The platform automatically receives and records the information on your browser and computer, including but not limited to your IP address, browser type, language, data such as the date and time of access, software and hardware characteristics, web page records, bank account, credit/debit card information, wallet addresses, log information and other information that we may collect from you occasionally;

**C) When you use other platform to perform activities relating to the platform:-**

For example; your payment provider, business partners and other publicly available sourced through legal means, your personal data will be obtained by the platform such as basic personal information from bank account details, business partner providing information of you, advertising network and other information that we may collect from you occasionally; You understand and agree that the following information does not apply to this privacy policy:

The keyword information you enter when using the search service provided by the platform;

The relevant information and data that you publish on the platform collected by the platform, including but not limited to the posts published on the forum;

Violation of legal provisions or violations of platform rules and the measures the platform has taken against you.

**3. Use of Information**

**A) Customer Experience and Protection** - For the purpose of enhancing user experience and protection, the platform may use your personal information to improve security of customer use of our services and to provide the best of customer support convenience to our customers.

**B) Marketing Material** - We use customer data, including email addresses, to personalize and improve the effectiveness of our marketing emails. This may include sending promotional offers, new product announcements, and other relevant information based on your past purchases or browsing history. We may also use your email address to track the performance of our marketing campaigns, such as measuring open and click-through rates. We will always give you the option to unsubscribe from our marketing emails at any time. We will not share or sell your personal information with any third parties for their own marketing purposes.

We also use your data to segment our audience in order to improve the relevance of our marketing emails. This may include analyzing data such as past purchase history, browsing behavior, and location to determine which customers may be interested in certain products or offers. We may also use data from third-party sources to gain a better understanding of our customers and improve our marketing efforts.

**C) Consent** - Your personal information will also be used to provide you with information that is tailored and personalized to your interests, including but not limited to sending you product and service information, or sharing information with platform partners so that they can send you

information about its products and services (*the latter requires your prior consent*). We will generally seek consent from you except where it is permitted or required by law.

D) The information provided by users to the platform will be collected, sorted and properly disposed of by the platform. For example, the platform and partner companies jointly launched services, when users use it, the platform may have to share user information with the partner company. The platform will urge other companies to protect user information in accordance with the provisions of this policy.

E) **Legal Obligations imposed onto us** - When the platform is required to comply with legal obligations, your personal data or any other data we have on you may be used to fulfil the platform legal or regulatory obligations. Information may be used to assist in legal proceedings, investigations by authorities, complying with court orders or any reporting obligations for anti-money laundering purpose. Information includes such as information collected from users for the purpose of opening an account, providing services to the users and regulatory compliance (*such as mandatory record keeping, Anti-Money Laundering (AML), Know-Your-Client (KYC) obligations*).

#### **4. Information disclosure**

Under the following circumstances, the platform will disclose your personal information in whole or in part in accordance with your consent or legal requirements:

A) Disclosure to a third party with your prior consent;

B) In order to provide the products and services you request; you must share your personal information with third parties;

C) Disclosure to a third party or administrative or judicial organization in accordance with relevant provisions of the law or the requirements of administrative or judicial institutions;

D) If you violate relevant laws, regulations or platform service agreements or relevant rules, disclosure to third party is required;

E) If you are a qualified intellectual property complainant and have filed a complaint, you should disclose it to the respondent at the request of the respondent, so that both parties can deal with possible rights disputes;

F) Disclosure deemed appropriate by other platforms in accordance with laws, regulations or website policies.

#### **5. Information storage and exchange**

The information and data collected by the platform about you will be securely stored on the server of the platform, physical presence and/or its affiliated companies. This information and data may be transmitted to your country, region or outside the country where the platform collects the

information and data and be accessed outside the country , storage and display. Our Employees are made aware of the importance of privacy information and is securely governed by a non-disclosure agreement which prohibits them from use of any unauthorized information.

Subject to applicable laws, the Platform may store these information and data as long as it is reasonably necessary for the purpose of this Policy.

**Change in your information** – You may, at any time email us at [support@maskex.com](mailto:support@maskex.com) to amend/delete your personal information we hold of you except to the extent that we are required to hold your Information for regulatory or legal purposes and to provide you with the Services you have requested or to maintain adequate business records.

### **Further information on Data Localization**

**A) Data Localization:** We store and process all sensitive personal data to ensure compliance with applicable laws. Sensitive personal data may include, but is not limited to, information related to racial or ethnic origin, religious beliefs, physical or mental health, and criminal records. Our data storage and processing infrastructure are designed to provide a high level of security and protection for your sensitive personal data.

**B) Cross-Border Data Transfers:** We take the necessary precautions to ensure that any cross-border data transfers of personal data comply with the law's requirements. We only transfer personal data to countries or jurisdictions that provide an adequate level of data protection. Prior to any cross-border transfer, we obtain the necessary approvals from the relevant data protection authority and ensure that appropriate safeguards, such as contractual clauses or binding corporate rules, are in place to protect the transferred personal data.

**C) Third-Party Service Providers:** In cases where we engage third-party service providers to process personal data on our behalf, we take steps to ensure that these providers adhere to applicable law. We enter into agreements with our third-party service providers that set forth the necessary data protection and security measures to be implemented by them, including requirements related to data localization and cross-border data transfers.

**D) User Rights Regarding Cross-Border Data Transfers:** We respect and uphold your rights in relation to cross-border data transfers. You have the right to be informed about any cross-border data transfers of your personal data, as well as the safeguards in place to protect your data during the transfer process. If you have any questions or concerns about our cross-border data transfer practices, please feel free to contact us at [legal@maskex.com](mailto:legal@maskex.com).

## **6. Use of cookies**

A) The platform will set or access cookies on your computer so that you can log in or use platform services or functions that rely on cookies. The platform uses cookies to provide you with more thoughtful and personalized services, including promotional services.

B) You have the right to choose to accept or refuse to accept cookies. You can refuse to accept cookies by modifying your browser settings. But if you choose to refuse to accept cookies, you may not be able to log in or use platform network services or functions that rely on cookies.

C) This policy will apply to the relevant information obtained through the cookies set on the platform.

## **7. Information security**

A) The platform account has security protection function, please keep your username and password information properly hidden. The platform will use security measures such as encrypting user passwords to ensure that your information is not lost, abused and altered. Despite the aforementioned security measures, please note that there is no "*perfect security measure*" on the information network.

B) When using platform network services for online transactions, please properly protect your personal information and provide it to others only when necessary. If you find that your personal information has been leaked, especially the platform username and password, please contact the platform customer service immediately so that the platform can take corresponding measures.

C) Remember, never share your password or authenticator codes to anyone.

## **8. Disclaimer**

This website also does not need to bear any responsibility in the following situations:

A) Any personal information leakage caused by your own negligence of your username/password or sharing the registered account with others.

B) Any personal information leakage, loss, theft or tampering caused by force majeure that affects the normal operation of the network due to hacker attacks, computer virus intrusion or attack, temporary shutdown due to government control, etc.

C) Personal information leakage caused by other websites linked to this website and any legal disputes and consequences caused by this.

## **9. External link**

The platform contains links to some external websites. The platform is not responsible for the privacy management and behavior of these websites. When redirecting to an external website, users should read the privacy policy of that website. The privacy regulations provided here are only used by the platform to collect and manage user information.

## **10. Changes to this Policy**

Please note that the platform will check and update the privacy policy from time to time, and we hope that you regularly review the content of this agreement to ensure that you understand the latest version of the privacy policy. We will never use your personal information for any other purpose which are not covered in this Privacy Policy without your prior consent. We will notify you beforehand if there is any material changes towards this Policy.

## **11. Contact us**

If you have questions about privacy protection, challenges, policy implementation or website operation, please send your comments or suggestions to our email: [legal@maskex.com](mailto:legal@maskex.com)