

## Privacy Policy

### Data Collection

We collect your data when you use our services or contact us, either directly or through third-party services. The data we collect may include:

When you register for our services, make a purchase, or create an account on our website, we collect your name, email address, phone number, residential address, and payment details.

We collect information about the devices and browsers you use to access our services, including IP address, browser type, operating system, and network information.

We track your interactions with our services, including pages visited, actions taken on the site, and time spent using the services.

We collect aggregated statistical information on the usage of our services, which does not personally identify the user but is used to improve user experience and service quality.

We may receive information from third-party sources such as business partners, service providers, and social networks where you have an account, in accordance with their privacy policies.

When contacting our support team or requesting software updates, we may collect additional information to assist you, such as account details, descriptions of technical issues, and diagnostic answers.

The collection of information is aimed at improving our services, ensuring secure and safe transactions, providing effective support, and sending relevant updates and notifications. We are committed to maintaining your privacy and using your data fairly in accordance with applicable privacy and data protection laws.

### Use of Data

**Service Provision:** We use your data to provide and manage our services, including completing transactions, providing access to software, and offering technical support. The data allows us to ensure you can use our services smoothly and efficiently.

**Service Improvement:** We analyze the data collected to improve our services and products. This information helps us understand your needs, identify usage trends, fix technical issues, and develop new features.

**Communication:** We use your data to communicate with you, send updates about our services, notify you of policy or term changes, and respond to your inquiries and requests. Communication also includes sending marketing messages and special offers if you have consented to it.

**User Account Management:** Personal data enables us to create and manage your user account on the website, including customizing account settings, managing access permissions, and keeping purchase and usage history.

**Information Security:** Your data helps us maintain the security of our services, detect and prevent fraud, identity theft, and other malicious activities. We monitor unauthorized access and suspicious activities to protect our data and systems.

**Legal and Regulatory Compliance:** We use your data to comply with legal and regulatory requirements, including reporting to appropriate authorities and adhering to legal directives.

#### Data Location

Your data may be stored and processed in data centers in various countries, depending on our operational and technological needs. We ensure that data is stored in a secure environment in accordance with international information security standards.

We collaborate with external service providers located around the world to provide operational, technological, and support services. Our service providers are subject to confidentiality and information security agreements and are committed to protecting your data according to applicable privacy and data protection laws.

**Compliance with Local and International Regulations:** We operate in accordance with privacy and data protection laws in the various countries where your data is stored and processed. We adhere to regulations such as GDPR in the European Union and other laws in different countries to ensure the protection of your privacy.

When transferring your data between different countries, we take appropriate security measures to ensure that your data is protected at the same level as in your home country. These transfers are made in accordance with binding legal agreements, such as standard contractual clauses approved by the relevant regulators.

Only authorized employees and service providers with a legitimate business need will have access to your data. We follow strict procedures for managing access and monitoring data use.

#### Data Retention

We retain your personal data as long as necessary to provide you with our services and fulfill our obligations to you. Our policy includes the following aspects:

We retain your personal data for the period required to achieve the purposes for which it was collected, including providing our services, managing your account, complying with legal obligations, resolving disputes, and enforcing our agreements.

We do not retain your payment details after completing transactions. Your payment details are securely transferred to certified and secure payment service providers, who adhere to the strictest information security standards, such as PCI-DSS. All payment data is stored and processed by them only.

When your personal data is no longer needed for the purposes described in this policy, we will take steps to securely delete or anonymize it so that you cannot be identified based on it.

We allow you to manage your personal data and request its deletion or update at any time. You can contact us with these requests, and we will be happy to assist you and carry out the necessary actions according to our policy and legal requirements.

### Information Security

**Technological Security Measures:** We use advanced encryption technologies to protect your personal data during transmission and storage.

**Internal Controls:** We conduct regular audits of our security systems and internal processes to ensure compliance with information security standards and our internal policies. We maintain comprehensive risk management and information security programs to ensure the integrity of your data both in our systems and with external service providers we work with.

These measures include data encryption, advanced security protocols, and limiting access to data to authorized employees only. However, it is important to note that security technologies are not perfect, and we cannot guarantee complete protection against intrusions or data theft.

### Data Sharing

We share your data with external service providers who assist us in our business operations. These providers may include cloud service providers, data storage providers, technical support providers, and payment processing services. All our service providers are bound by strict confidentiality and security agreements.

We may share your data when required by law, court order, or legal request from a governmental authority. This sharing may include transferring data to law enforcement agencies, regulators, or other legal entities.

We may share statistical and non-personal data with business partners for data analysis and service improvement. These partners include analytics service providers, advertising and marketing companies, and other entities that help us understand market trends and provide personalized user experiences.

In certain cases, we may share your data with third parties based on your explicit consent. This consent will be given by you when using our services or in other cases where you will be asked to approve the data sharing.

We may transfer your data to countries outside your home country for the purpose of providing our services. In such cases, we will ensure that the data transfer is carried out in accordance with relevant privacy laws and that the data is protected at the same level of security.

### Communication

We may contact you regarding our services and promotional communications. Our policy includes the following aspects:

Communication with you may include sending emails or text messages to confirm your orders and update you on their status, providing responses to your inquiries to our support center, resolving technical issues, and offering additional assistance.

Sending updates on changes to the terms of service, privacy policy, or service features.

Promotional Communications: We may send you promotional messages and advertisements about our products and services. This communication may include newsletters with information about new products, updates on software, articles and guides, notifications about special promotions, discounts, coupons, and exclusive offers for our customers.

You can manage your communication preferences at any time through your account settings on our website. You can choose which types of communication you want to receive from us and unsubscribe from promotional communications at any time.

#### Data Subject Rights

You are entitled to exercise your rights regarding your personal data, and we are committed to assisting you in this process. You have the right to request and confirm the personal data we hold about you. You can request a copy of your personal data and find out how we use it.

If the personal information we hold about you is incorrect or outdated, you have the right to request its correction. You can update your profile details directly through your user account on our website.

In certain cases, you have the right to request the deletion of your personal data from our systems. For example, if the data is no longer necessary for the purposes for which it was collected, you can contact us with such requests, and we will take the necessary actions in accordance with our policy and legal requirements.