

# Privacy Notice

This Privacy Notice, as amended or otherwise changed from time to time (the "Privacy Notice"), explains the manner in which Tokenomica Malta Limited a company registered in Malta and having its registered address at Office 2, Suite 2, The Penthouse, Capital Business Centre, Entrance C, Triq Taz-Zwejt, (hereinafter "Tokenomica" or "Tokenomica Malta Limited") maintains and discloses user information obtained through its website (the "Site"). The terms "we," "us," and "our" refer to Tokenomica Malta Limited. By using the Site, you ("User") consent to the data practices prescribed in this Privacy Notice. On occasion, Tokenomica Malta Limited may revise this Privacy Notice to reflect changes in law, our personal data collection and use practices, the features on the Site, or advances in technology. If material changes are made to this Privacy Notice, the changes will be prominently posted on the Site. Capitalized terms not defined herein shall have the meanings ascribed to them in the Terms of Use.

Tokenomica is a Virtual Financial Asset exchange platform. The processing of your data is subject to the legislation applicable in Malta and the EU, especially considering the General Data Protection Regulation ("GDPR", Regulation 679/2016/EU) and the EU Anti Money Laundering (AML) Directives (Directives (EU) 2018/843 and 2015/848).

Tokenomica is committed to protecting the privacy of its customers, employees and partners, and to processing personal data in according with applicable data protection and privacy legislation. This Privacy Notice addresses the protection of your personal data as a Tokenomica user.

## 1. What kind of personal data do we collect and why?

To provide you the virtual financial asset exchange services of Tokenomica we need to process your personal data. By personal data we mean any data that may be connected to you directly or indirectly.

"Personal Data" means data that allows someone to identify or contact you, including, for example, your name, address, telephone number, e-mail address, bank account details (in some cases), as well as any other non-public information about you that is associated with or linked to any of the foregoing data. "Anonymous Data" means data that is not associated with or linked to your Personal Data; Anonymous Data does not, by itself, permit the identification of individual persons.

## User Account

To be able to use the service, you must create a user account. To set up an account you will be asked to provide the following information:

- First and last name
- E-mail address
- Password
- Phone number

We'll send you a confirmation link to your email to keep your account safe so please don't use someone else's email. The processing of your basic account information is based on the agreement between you and Tokenomica to provide you our virtual financial assets exchange services. Without providing the above information you cannot create a user account or use the service.

You can also provide to us certain voluntary information such as information submitted via online form, video conferencing, service information, or other information provided to support services staff. We may use this voluntary data for the purposed of analyzing our users and to offering them content and offers which we think our users would enjoy. The processing of this voluntary data is based on your consent. You may delete this data anytime, in which case we will not process it any longer.

In addition to the information described above, we also receive certain technical information about your device and internet connection:

- Information that includes your location, referral URLs, blockchain analytics information related to blockchain addresses you provide.
- Our servers (which may be hosted by a third-party service provider) collect information from you, including your browser type, operating system, Internet Protocol ("IP") address (a number that is automatically assigned to your computer when you use the Internet, which may vary from session to session), domain name, and/or a date/time stamp for your visit.
- As is true of most websites, we gather certain information automatically and store it in log files. This information includes IP addresses, browser type, Internet service provider ("ISP"), referring/exit pages, operating system, date/time stamp, and clickstream data.
- Like many online services, we use cookies to collect information. "Cookies" (<https://tokenomica.com/cookies-policy.pdf>) are small pieces of information that a website sends to your computer's hard drive while you are viewing the website.
- We retain information on your behalf, such as transactional data and other session data linked to your Account.

This technical data can also be used for analysis purposes in order to better understand how our service is being used and to improve the technical capabilities of our service in the future. The processing of such technical data is partly based on our legal obligation to know our customers as well as our legitimate interest to develop our services.

We do not collect any Special Categories of Personal Data 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).

#### Customer Due Diligence Procedure

Under applicable Anti Money Laundering law in Malta covered by the Prevention of Money Laundering Act Cap.373, and the recently passed 5<sup>th</sup> Anti Money Laundering Directive (Directive (EU) 2018/843) expands the customer due diligence requirements to virtual currency platforms, in which exchange services between virtual currencies (including crypto currencies) and fiat currencies are offered. This is why we at Tokenomica are required to verify our customers identities and engage in a so-called customer due diligence process prescribed by AML legislation before we can onboard a new customer.

This procedure aims at adding transparency on the international financial market and ultimately combating money laundering and terrorist financing. It also protects our own customers from being harmed by financial crime. The legal basis for processing your identification and background information is firstly our legal obligation to comply with the applicable AML legislation and secondly on our legitimate interest to monitor and assess the risks related to our business operations.

We will run these checks before you can make your first transaction on Tokenomica and we are obliged to continue the monitoring of our customers behavior until the end of our customer relationship.

Learn more about:

#### Identity verification

For the purpose of verifying your identity, you are asked to provide us with a picture of your valid identity document (e.g. passport, driver's license, residence permit, etc.) and take a selfie of yourself before accessing Tokenomica's services. Certain basic identifiers, such as your full name, date of birth, gender, picture of your face, nationality, and possible contact details, are extracted from your identity document. We will also extract your biometric facial identifiers and other descriptive features from the document provided to verify that the person in the selfie is the same person than in the identity document. In addition to this, we collect certain device identifiers, which are used to help us understand whether the device itself was previously used in relation to suspected fraudulent activity.

The validity of your identification information is analyzed automatically. The analysis is based on the quality of the pictures, certain document features and the identifiers of your device. If the quality of the pictures provided by you are insufficient, if the identity document is not supported or if the analysis indicates that there are signs of fraudulence, we may not be able to onboard you as a customer in Tokenomica. You may also be asked to start the identification process again or provide additional information. If you encounter a problem with the verification system, please contact us mail to: [support@tokenomica.com](mailto:support@tokenomica.com)).

- Learn more about the logic of the analysis here: <https://support.onfido.com/hc/en-us/sections/115000571065-Identity-Document-Check>

## Background checks and screening

Once we have established that you really are who you say you are, we will run a background check on each new customer against publicly available global sanctions and watchlists, lists of politically exposed persons and your close connections. These lists may contain information on your family members and your close connections. We might also perform other checks and ask you to provide more information on yourself if so required by law or competent authorities.

The AML Directives also require us to monitor transactions (your transaction history including the type of transaction, amount and possible receivers) and perform periodic reviews on our customers based on a risk-based approach. This is done so that a risk level is automatically calculated for each customer based on the background check. Our system will then create a theoretical outline of what your account should look like in the near future and monitor that the account activity is in line with your normal behavior and the behavior of similar customers. If suspicious activity is discovered, the system will prompt an alarm and we will have to take a closer look on what's happening. If this happens we might contact you to ask you further details about you and your account activity. All alarmed cases are handled manually and we will not be making any decisions without human interference.

## Proof of Address:

As part of our KYC onboard procedure, you will be required to submit a proof of address such as a bank statement or a utility bill, which is dated of less than 3 months. When you are asked to submit proof of address documentation to verify your address, please be sure you upload a PDF copy of a utility bill or bank statement under your name, in English, that is no older than 3 months old. This document will be manually checked to ensure the address and country of residence you mentioned is correct. In case of inconsistencies or if the document is older than 3 months, you may have to re-submit your proof of address document.

## Marketing and newsletter subscriptions

We collect information about your behavior within the application to offer you interesting information and offers regarding our services and products. This information includes your profile information, transaction history and user status. This information is processed automatically and you as a user will notice it by seeing more relevant content when signed in.

We do not share this information with third parties. The processing of such personal data is based on our legitimate interest to develop and promote our services and products.

If you have subscribed to our mailing list, we will send you information on our new activities, events and products. We can also send special offers directed to a special user group, users of a certain region, etc. Adding you on our mailing lists is based on your consent. You may also unsubscribe from the mailing list anytime by clicking the unsubscribe link at the bottom of each message.

## Customer support

In case you need to contact our customer support, our support personnel will handle your contact information and the contents of your communication. Please do not share any sensitive data in your communication with our customer support.

You can contact our customer support through various means. Depending on the means of communication you choose, we'll process the following contact details:

- Your IP address (chat support)
- Phone number (phone support, SMS support)
- Email (email support)
- User ID of an instant messaging app (QR code, support through an instant messaging app).

We keep a record of the contents of the support tickets to make sure that you receive quality service and to develop our products and services. If you contact us by calling our support number, please note that we also record the phone calls for the same purposes.

The processing of your personal data in connection with your communication with our customer service is based on the service agreement between you and Tokenomica as well as our legitimate interest to follow up on the quality of our customer service, to verify the actions taken based on your request and to develop our service in the future.

## 2. How does Tokenomica use your personal data?

We use your Personal Data in the following ways:

- facilitate the creation of and secure your Account on our network;
- identify you and perform identity verification through a service provider;
- provide improved administration of our Site and Services;
- improve the quality of experience when you interact with our Site and Services;
- send you a welcome e-mail to verify ownership of the e-mail address provided when your Account was created;
- send you administrative e-mail notifications, such as account activity, transaction processing, security or support and maintenance advisories;
- identify, prevent, and report potentially suspicious, fraudulent, or illegal activities;
- notify you about important changes to our Terms and Conditions; and
- respond to your inquiries related to employment opportunities or other requests.

All data collected automatically will be used to administer or improve our Services.

- We use IP address to make our Site and Services more useful to you, and to perform identity verification.

We use information from log files to analyze trends, administer the Site, track users' movements around the Site, gather demographic information about our user base as a whole, and better tailor our Services to our users' needs. Except as noted in this Privacy Policy, we do not link this automatically-collected data to Personal Data.

We may create Anonymous Data records from Personal Data by excluding information (such as your name) that makes the data personally identifiable to you. We use this Anonymous Data to analyze request and usage patterns so that we may enhance the content of our Services and improve Site navigation. We reserve the right to use Anonymous Data and aggregated and other de-identified information for any purpose and disclose Anonymous Data to third parties in our sole discretion.

Tokenomica does not sell user and / or Anonymous Data to any third-party.

## 3. Who is your personal data shared with?

In general, Personal Data you submit to us is used either to comply with our legal or regulatory obligations (including AML / KYC requirements), respond to requests that you make, in order to provide you with a service you have requested or to aid us in serving you better.

We use services providers to assist us in the customer due diligence process. Blockpass assists us in the KYC process with obtaining certificates from Onfido and Comply Advantage.

- Learn more about Blockpass privacy policy here: <https://www.blockpass.org/privacy/>
- Learn more about Onfido's identity verification and privacy practices here: <https://onfido.com/privacy/>
- Learn more about the used sources and Comply Advantage's personal data processing practices here: <https://complyadvantage.com/terms-and-conditions/#privacy-cookies>

Our customer service is taken care by an external service provider Freshdesk, which operates mainly from Virginia, USA. We also use an external processor for data center and colocation services.

We may share your Personal Data with third-party service providers to provide you with the Services that we offer you through our Site; to conduct quality assurance testing; to facilitate creation of accounts; to provide technical support; to verify your identity; and/or to provide other services to the Company. These third-party service providers are required not to use your Personal Data other than to provide the services requested by Company. All third-party service providers that we share your data with shall be requested to only process your data in accordance with instructions from us and comply fully with this Privacy Notice, any applicable data protection laws and any other appropriate confidentiality and security measures.

We may also share your personal data with competent authorities when this is necessary to comply with a legal obligation, court order or comparable official order issued by an authorized authority.

We may share some or all of your Personal Data in connection with or during negotiation of any merger, financing, acquisition or dissolution transaction or proceeding involving sale, transfer, divestiture, or disclosure of all or a portion of our business or assets. In the event of an insolvency, bankruptcy, or receivership, Personal Data may also be transferred as a business asset. If another company acquires our company, business, or assets, that company will possess the Personal Data collected by us and will assume the rights and obligations regarding your Personal Data as described in this Privacy Policy.

Tokenomica may contain links to other third-party websites which are regulated by their own privacy policies. Tokenomica is not responsible for the privacy policies of these third-party websites even if they were accessed using the links from our site.

4. Is your personal data transferred outside of the EU or European Economic Area?

Your personal data is mainly processed within the EU. Only if you use your customer support, the contents of your communication and the contact details connected to your request will also be processed in the United States of America. Depending on the nature of your request, the support personnel might also have access to your data remotely from the USA to fix the problem.

5. How long do we store your personal data?

We keep the data you have provided to us on your user account for the whole period of your customer relationship and as long as it is necessary with regard to the purposes of the processing described above (see Question 1).

According to our legal obligations related to the customer due diligence process, we also need to keep a record of our customers' data related to the said process (see Question 1) for a period of 5 years after the customer relationship has ended.

6. How can you modify or delete your personal data?

You can modify your profile information, including user name and email address, in your profile settings. If you notice a mistake that you cannot modify in your information or you want to completely delete your account, please contact us (see contact details in Question 8 below).

You are free to delete the voluntary data in your user account, at any time. In case you have deleted such data, our retention of it ends at the time of the deletion. Technically, it might however take a few days/weeks for the data to disappear completely from our systems.

7. What legal rights do you have in relation to your information?

Tokenomica aims at responding to individual's requests concerning their personal data as quickly and effectively as possible.

At your request, Tokenomica will provide you information on:

- Whether or not Tokenomica processes personal data related to you;
- What information Tokenomica holds about you and why;
- How to update or correct data related to you;
- How to get data concerning you deleted or restricted; and
- How to object to the processing of your personal data

If you wish to make a request concerning the above-mentioned topics, please contact us at [dpo@tokenomica.com](mailto:dpo@tokenomica.com). Please note that your identification may be necessary to process your request and to keep the personal data of our other customers secure.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

Request the transfer of your personal data to you or to a third-party. We will provide to you, or a third-party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent. Please note that in certain circumstances it may be still lawful for us to continue processing your information even where you have withdrawn your consent, if one of the other legal bases is applicable.

#### 8. How can you contact us or get support?

Should you have any questions or requests regarding the processing of your personal data you may contact us at: [dpo@tokenomica.com](mailto:dpo@tokenomica.com)

Unless you have made a corresponding request, we will retain your information for as long as your Account has not been closed or as needed to provide you access to your Account.

If you wish to close your Account, open a ticket in our support center. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our Terms and Conditions.

Your right to lodge complaints

You may lodge a complaint directly with our Data Protection Officer at [dpo@tokenomica.com](mailto:dpo@tokenomica.com).

You may also contact the Office of the Data Commissioner of Malta by lodging a complaint at <https://idpc.org.mt/en/pages/contact/complaints.aspx>, or by telephone on +356 2328 7100 or by post at 'The Commissioner, Mr Saviour Cachia, level 2, Airways House, High Street, Sliema SLM 1549, Malta.'

#### 9. Where do we store your Personal Data?

The information we collect is primarily stored on secure servers provided by Amazon Web Services and backed up to an online Cloud which is geographically located in Frankfurt, Germany.

We will take all steps reasonably necessary to ensure that personal information is treated securely and in accordance with this Privacy Policy, and that any third parties that we share your information with are bound to employ similar organizational and technical measures to ensure your information's security.

#### 10. What security precautions does Tokenomica take to protect me?

We take the protection of your personal information seriously. We use industry-standard data encryption technology and have implemented restrictions related to the storage of and the ability to access your personal information. However, despite all of our efforts, please note that no transmission over the Internet or method of electronic storage can be guaranteed to be 100% secure.

## 11. Updated to this Privacy Notice

We are constantly developing our services and processes to better meet your needs and therefore reserve the right to update this Privacy Notice from time to time. Amendments to this Privacy Notice may also be required by applicable legislation or authorities.

We will notify our users of any updates to this Privacy Notice on our website. Please be sure to review it regularly.

Created: the 1<sup>st</sup> April 2019.

Last revised: the 19<sup>th</sup> 2019.