



WELCOME TO MIMO!

Customer Data Use Policy

1. Introduction

At Mimo, we are committed to protecting the privacy and integrity of our customers' data. This Customer Data Use Policy outlines how we collect, use, store, and share customer data, ensuring compliance with relevant data protection regulations and maintaining transparency with our customers.

2. Data Collection

We collect customer data through various means, including:

- **Account Registration:** Information provided during the creation of an account, such as name, email address, and contact details.
- **Transaction Records:** Data related to purchases on our platform.
- **Usage Data:** Information about how customers interact with our platform, including browsing history, preferences, and device information.
- **Customer Communication:** Information collected from customer inquiries, feedback, and support interactions.

3. Data Use

We use customer data for the following purposes:

- **Service Provision:** To provide and improve our services, including facilitating transactions, verifying identity, and ensuring the security of our platform.
- **Personalisation:** To enhance your experience on our platform by tailoring the content you see based on your interactions with the service. We will not use your personal data to track you for marketing purposes or to provide you with personalised advertising.
- **Communication:** To send important updates, notifications, and promotional materials related to our services.
- **Analytics:** To analyse usage patterns and trends, enabling us to enhance the user experience and optimise our platform.
- **Broader Monetisation:** To enable Mimo customers to unlock greater monetary value by permissioned access to Mimo's third parties.
- **Compliance:** To comply with legal obligations and protect the rights and safety of our customers and company.

4. Data Storage

We take the following measures to securely store customer data:

- **Encryption:** Encrypting data both in transit and at rest to protect it from unauthorised access.
- **Access Controls:** Implementing strict access controls to ensure that only authorised personnel can access customer data.
- **Data Minimisation:** Collecting and retaining only the data necessary for the purposes outlined in this policy.
- **Data Retention:** Retaining data for as long as needed to fulfil the purposes outlined in this policy, unless a longer retention period is required for technical or commercial means or permitted by law.

5. Data Sharing



We may share customer data with third parties under the following circumstances:

- **Service Providers:** Sharing data with trusted service providers who assist us in operating our platform and providing our services.
- **Legal Compliance:** Disclosing data in response to legal requests, such as subpoenas, court orders, or regulatory requirements.
- **Business Transfers:** Sharing data in connection with mergers, acquisitions, or other business transfers.
- **Customer Consent:** Sharing data with third parties when customers have provided explicit consent.

6. Customer Rights

- **The Right to Access:** You have the right to request a copy of the personal data we hold about you. This is often referred to as a "Subject Access Request". Upon receiving such a request, we will provide you with information on the data we process, the purposes of the processing, and the categories of personal data concerned.
- **The Right to Correction (Rectification):** If you believe any personal data we hold about you is inaccurate, incomplete, or out-of-date, you have the right to request that we correct it. You may be able to update some of this information directly within your account settings. For data that cannot be self-corrected, please contact us directly.
- **The Right to Deletion (Erasure):** You have the right to request the deletion of your personal data from our systems. This is also known as the "right to be forgotten". Please note, this right is not absolute and may be subject to legal or technical exceptions. For instance, we may be required to retain certain information to comply with a legal obligation (e.g., for tax or accounting purposes), for the establishment, exercise, or defence of legal claims, or to maintain the security and integrity of our service. When you request to delete your account, we will either anonymise or delete your personal data unless one of these exceptions applies. Otherwise, we will process your request for deletion within 3 business days, as this is a manual process where we also need to check that there are no outstanding balances to settle.
- **The Right to Data Portability:** You have the right to request that we provide you with your personal data in a structured, commonly used, and machine-readable format (such as a CSV file). You may also request that we transfer this data directly to another service provider, where it is technically feasible to do so. This right only applies to information you have provided to us that is processed by automated means based on your consent or for the performance of a contract.
- **The Right to Object to Processing:** You have the right to object to the processing of your personal data for certain purposes.

How to Exercise Your Rights

To exercise any of the rights described above, please submit a verifiable request to us by emailing our team at support@mimo.trade or by using the features within the app. We will respond to your request within 5 business days of receipt. In order to protect your privacy and security, we may require you to verify your identity before proceeding with your request.

7. Data Protection Officer

We have appointed a Data Protection Officer (DPO) to oversee compliance with this policy and relevant data protection regulations. The DPO can be contacted at support@mimo.trade.

8. Changes to the Policy



We reserve the right to update or modify this Customer Data Use Policy at any time. Changes will be effective upon posting on our platform. Customers are encouraged to review the policy periodically.

9. Contact Us

For any questions or concerns regarding this Customer Data Use Policy, please contact us at support@mimo.trade.