

Privacy Policy

This Privacy Policy tells you what to expect when Help 365 AG collects personal information. At Help 365 AG, the privacy and security of our customers and visitors on our website are of paramount importance: Help 365 AG is committed to safeguarding the data visitors to our website and service users share with us.

1. Introduction

Help 365 AG provides a platform that enables internet browsing to be rewarded. This Privacy Policy explains how Help 365 AG processes information that can be used to directly or indirectly identify an individual (“Personal Data”) that has been collected through the use of its website and platform.

Any information stored on the Help 365 AG platform is treated as confidential. All information is stored securely and is only accessible by authorised personnel. Help 365 AG implements and maintains appropriate technical, security and organisational measures to protect Personal Data against unauthorised or unlawful processing and use, and against accidental loss, destruction, damage, theft or disclosure.

This Privacy Policy applies when we act as data controller of the Personal Data that our website visitors and service users have stored. In other words, when we determine the purpose and relevance of processing such Personal Data.

By using our website from your very first visit, you agree with our use of cookies in accordance with our Cookies Policy.

Our website incorporates strict privacy controls which impact how your Personal Data will be processed.

For the purpose of this policy, Help 365 AG defines the term “User”, “Visitor”, or “Client” as a natural or legal person, either a visitor of the www.encoretoken.uk website or as a user with an account at Help 365 AG. The term “we”, “us”, “our” refers to Help 365 AG.

2. Collection and use of information

2.1 .General

The following sections cover the specifics of each of the groups from which data is collected: Website Visitors and Users of our (“Services”).

2.2 Website Visitors and the collection of Visitors Data

If you are only a Visitor to our website and not a User of our Services or that of the Help 365 AG platform, then this section is relevant to you.

By visiting our website, you consent to the collection and use of your Personal Data as described herein. If you do not agree with the terms set out herein, we ask you to refrain from visiting our website: www.encorestoken.uk If required by law, we will explicitly ask for your consent to process your Personal Data, which was either collected on this website or was voluntarily given by you. Kindly note, that any form consent is entirely voluntary.

Help 365 AG may collect, record and analyse information of Visitors to its website.

The usage data may include your IP address and will use cookies to determine your geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation paths, as well as information about the timing, frequency and pattern of your service use. Our analytics tracking system is the source of our usage data. This usage data may be processed for the purpose of analysing the use of the website and services and to improve users’ experiences, the performance and the future development of the service. The legal basis for the processing of this data is our legitimate interest to monitor and improve our website and services.

Help 365 AG may add information collected through the page view activities. Furthermore, Help 365 AG may collect and process the Personal Data you have voluntarily (with your consent) filled in on our website’s forms, for example: when signing up for information and subscribing to our newsletters. If you provide Help 365 AG with your social media details, Help 365 AG may retrieve information about you that is publicly available on social media.

Such Personal Data may comprise of your IP address, your first name and surname, your postal and email addresses, your telephone number, your job title, your social network data, your areas of interest, your interest in the Help

365 AG products, certain information about the company you are working for (company name and address), as well as information as to the type of relationship that exists between Help 365 AG and yourself.

Help 365 AG gathers data about visits to the website, including the numbers of Visitors and visits, geo-location data, length of time spent on the site, pages clicked on or where Visitors came from.

2.2.1 PURPOSE OF PROCESSING PERSONAL DATA

Help 365 AG uses the data that has been collected to communicate with Visitors, to customise content for Visitors, to show adverts to Visitors on other websites, and to improve our website by analysing how Visitors navigate our website. Help 365 AG processes all Personal Data to monitor and improve our website and Services.

2.2.2 SHARING AND STORING PERSONAL DATA

Help 365 AG may also share such information with service vendors or contractors in order to provide a service that has been requested or to complete a transaction or in order to analyse Visitors' behaviour on our website.

The data that is collected from you is stored within the territories of the European Union.

2.2.3 COOKIES

Cookies are files (small pieces of data) that are sent by web servers to web browsers and are subsequently downloaded to users' hard disks and serve to improve their overall experience. Cookies cannot be used to run programs or to deliver viruses to your computer. By continuing to visit this website, you agree to the placement of cookies on your device. We may also use cookies from third parties for functional and marketing purposes. The use of cookies is widespread and benefits the surfer. For further information, see the Help 365 AG Cookies Policy.

2.2.4 LINKS TO OTHER WEBSITES

Our website may contain links to other websites, such as (but not limited to) Facebook, Slack, LinkedIn, Github, Twitter, and other third party websites. If such a link is clicked on, you will be directed to that site. Note, that these external sites are not operated by Help 365 AG. We strongly advise you to

review the Privacy Policy of the third-party websites that you visit. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

2.2.5. GEOGRAPHICAL LOCATION FOR COLLECTION AND STORAGE OF PERSONAL DATA

The Help 365 AG website runs on servers in European data regions. The Help 365 AG “Data Region” is a set of data centres located within a defined geographical area where User Data is stored. Personal Data is not transmitted to other Data Regions. Help 365 AG website Visitors and all their Personal Data is located within the Help 365 AG European Data Region. All Personal Data is processed in the EEA (European Environment Agency).

2.3 Users

2.3.1 GENERAL

In order to provide services to its Users, certain types of data is collected by Help 365 AG. This section will describe how Users’ Data is collected and used by Help 365 AG. Data, such as texts, questions, contacts, media files, etc. that has been entered or transferred to Help 365 AG by Users, remains the User's property and may not be shared with a third-parties unless Help 365 AG has first received the User's consent to do so.

Help 365 AG will process the account data provided when a Help 365 AG account has been opened, products have been bought or other Help 365 AG Services have been used.

This information may include:

- Contact information, such as: name, surname, home address, email address, mobile number, date and place of birth.
- Account information, such as username and password.
- Financial information, such as bank account numbers, bank statements, and trading information.
- Identity verification information, such as the image of your government issued ID (passport, national ID card).
- Residence verification information, such as utility bill details, phone bills or similar documents.

The source of the account data we process is from the User who opens an account. The Personal Data needed when opening an account will be used and processed for the purpose of completing the detailed Know Your Customer (Hereinafter: KYC) procedure according to the necessary Anti-Money Laundering and Anti-Terrorist regulations.

Users are Visitors on the Help 365 AG website and their Personal Data is collected as described in the previous sections and is used to operate our website, provide our Services, ensure the security of our website and Services, maintain our database back-ups and communicate with Users.

2.3.2 COLLECTION OF USERS' DATA

During the registration on our Help 365 AG platform, Users provide information such as their name and surname, their company name, email and home addresses, nationality (registered seat of their legal entity), bank account number, ID number, image of their ID document, date and place of birth, personal picture, phone number, utility bill and other relevant data.

The Users' Data is collected and processed by a third-party processor and a Help 365 AG trusted partner, that collects and processes Users' Personal Data on behalf of Help 365 AG. This third-party processor and trusted partner is an experienced identity verification company that will process Personal Data for the purpose of verifying the necessary KYC/AML (Know Your Customer/Anti-Money Laundering) procedures. This trusted partner will obtain and process all the Personal Data stated above, will complete KYC/AML procedures and ensure compliance with the relevant AML legislation.

For the purpose of maintaining Users' accounts and to review Users' for the KYC/AML compliance verification, Help 365 AG will collect and process the same Personal Data that the trusted partner and third-party processor has collected for the User's verification (KYC/AML) procedure. Help 365 AG will use some of this information to personalise Service experiences, analyse the use of the Help 365 AG website, improve website offers, assist with the response to customers' requests and support issues, contact Users about new Services, modify the Terms of Use, Privacy Policy or Cookies Policy, communicate company news, complete updates, release promotions and information related to the company, its products or Services, administer contests, complete surveys and other site features.

If you no longer wish to receive marketing information and news, please email us at support@encorestoken.uk to opt-out or unsubscribe on one of our previous emails.

Users of Help 365 AG Services can access, edit or update their contact details at anytime by logging into the Help 365 AG platform with their username and password. Help 365 AG will not retain Users' Personal Data longer than necessary if the purpose for collection has been fulfilled or if no longer required by applicable laws and regulations.

2.3.3. GEOGRAPHICAL LOCATION OF PROCESSING PERSONAL DATA

All Personal Data which is collected and processed within the KYC procedure by the third-party processor/entrusted partner and Help 365 AG, is stored on servers in European Data Regions. This Personal Data is not transmitted to other Data Regions.

Help 365 AG has servers in European Data Regions. The Help 365 AG "Data Region" is a set of data centres located within a defined geographical area where Users' data is stored. Personal Data is not transmitted to other Data Regions. All Help 365 AG Users' accounts are located in Help 365 AG's European Data Region and all Personal Data is processed in the EEA (European Environment Agency).

2.3.3.1 PROCESSING IN ACCORDANCE WITH GENERAL DATA PROTECTION REGULATION

The processing of Personal Data is in accordance with the privacy rights and regulations of the EU Directive 95/46/EC of the European Parliament and the Council (the Directive) of 24 October 1995, and the implementation of the Directive within local legislation. From May 25th, 2018, the Directive and local legislation based on this Directive will be replaced by the Regulations (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data known as the General Data Protection Regulation (GDPR). Our processing will take place in accordance with the GDPR.

2.3.3.2 CONTROLLER

Help 365 AG processes Personal Data both as a "Processor" and as a "Controller", as defined in the Directive and the GDPR.

You, the Visitor, entered into an agreement with Help 365 AG by using the Help 365 AG platform as a Visitor.

As outlined in the “Collection of Users’ Data” section, Help 365 AG will be the Controller in accordance with the GDPR. The Users’ Data shall be collected and processed on behalf of Help 365 AG by a third-party Processor. The Processor is an experienced identity verification company that will process the Personal Data essential for the KYC/AML procedure. The Processor will obtain and process a User's name, surname, address, residency, date and place of birth, ID number, copy of ID, User's picture, email address, phone number, utility bill and other personal information. The Processor has the appropriate technical and organisational experience to meet the GDPR’s processing requirements and to ensure the protection of the rights of the Users’ Personal Data.

Help 365 AG has data processing agreements with its providers, thus ensuring the compliance of relevant regulations including the GDPR. All hosting is in accordance with security regulations. All internal Personal Data transfers are done in accordance with these data processing agreements.

3. Retention and deletion of Personal Data

Help 365 AG will not retain Users’ Personal Data longer than necessary if the purpose for collection has been fulfilled or if no longer required by applicable laws and regulations. When a Users’ account is terminated or has expired, all Personal Data collected through the platform will be deleted as is required by the applicable laws.

Every User or Visitor can invoke the right to have their Personal Data deleted at any time by writing to: support@encorestoken.uk Users and Visitors can request a list of their Personal Data by sending an e-mail to: support@encorestoken.uk Help 365 AG will send you the information you requested within one month of receiving your request.

4. Acceptance of these Conditions

We assume that all Visitors to our website and Users of the Help 365 AG platform have read this document carefully and agree with its content. If you disagree with any content that this Privacy Policy states, please refrain from using the Help 365 AG website and platform. We reserve the right to change this Privacy Policy and our Services as we deem necessary. Continued use of the Help 365 AG website and platform implies that you have kept yourself

informed of any changes made to this Privacy Policy and to our Services by having regularly read this Privacy Policy. This Privacy Policy is an integral part of the Terms of Use for Help 365 AG Services and of the website.

5. Legal Obligation to Disclose Personal Data

5.1. Disclosure to third-parties

While processing your transactions, we may share some of your Personal Data with third-party service processors/entrusted partners who help us operate our business. Your information will not be sold, exchanged nor shared with any third-parties without your prior consent, except to provide Help 365 AGS Services or if required so by law. By using our Services, you accept our Terms of Use and you consent to the disclosure of your Personal Data as described in this Privacy Policy.

5.2. Disclosure to prevent damage and disclosure to legal authorities

We will not reveal a User's Personal Data without prior permission or unless we have reason to believe that the disclosure of this information is required to establish the identity of a User so that contact can be made with or legal proceedings can be initiated against a User who is suspected of infringing on the rights or property of Help 365 AG or of others who could be harmed by the User's activities. Help 365 AG is permitted to disclose Personal Data with valid reasons leading to the belief that this is legally required and/or when the authorities have requested that Help 365 AG present them with such Personal Data.

6. Security of Personal Data

We use a variety of security measures to ensure the confidentiality, integrity, availability and privacy of your Personal Data and to protect your Personal Data from loss, theft, unauthorised access, misuse, alteration or destruction. These security measures may include, yet are not limited to:

- Password protected directories and databases.
- Secure Sockets Layered (SSL) technology to ensure that your information is fully encrypted and securely sent across the Internet.
- Vulnerability Scanning to actively protect our servers from hackers and other vulnerabilities.

- Secure coding principles.
- Logging off activities performed on the platform.
- Access controls
- Other measures to mitigate risks identified during risk assessment process.

All financially sensitive and/or credit information is transmitted via SSL technology and encrypted on our database. Only authorised Help 365 AG personnel is granted access to your Personal Data and this personnel is required to treat your Personal Data confidentially. Our security measures will be regularly reviewed with regard to new and relevant legal and technical developments.

7. Right of access to your Personal Data

You have the right to access your Personal Data to correct, update or delete inaccurate and/or incorrect data. To exercise this right, contact us at: support@encorestoken.uk

8. Information, complaints and contact

If you have any further questions, or require information or wish to send us feedback regarding the Personal Data Help 365 AG collects or how we use it, please feel free to contact us via email: support@encorestoken.uk

9. Privacy Policy updates

This Privacy Policy may be revised, modified, updated and/or supplemented at any time without prior notice and at the sole discretion of Help 365 AG.