

Privacy Policy

Scope and Consent

You accept this Privacy Policy when you sign up for, access, or use our products, services, content, features, technologies or functions offered on our website and all related sites, applications, and services (collectively “ezBoxup”). This Privacy Policy is intended to govern the use of ezBoxup services by our users (including, without limitation those who use the ezBoxup services in the course of their trade or business) unless otherwise agreed through contract. We may amend this Privacy Policy at any time by posting a revised version on our website. The revised version will be effective as of the published effective date. In addition, if the revised version includes a substantial change, we will provide you with 30 days’ prior notice by posting notice of the change on the “Policy Updates” page of our website. After this 30-day notice period, you will be considered as having expressly consented to all amendments to this Privacy Policy.

Collection of Personal Information

We collect the following types of personal information in order to provide you with the use of ezBoxup services, and to help us personalize and improve your experience.

a. Information you provide to us : We may collect and store any information you provide us when you use ezBoxup services, including when you add information on a product form, add or update your account information, participate in community discussions, chats, or dispute resolutions, or when you otherwise correspond with us regarding ezBoxup services.

When you use ezBoxup services, we also collect information about your transactions and your activities. In addition, if you open a ezBoxup account or use ezBoxup services, we may collect the following types of information:

- Contact information, such as your name, address, phone, email and other similar information.
- Financial information, such as the full bank account numbers and/or credit card numbers that you link to your ezBoxup account or give us when you use ezBoxup services.
- Detailed personal information such as your date of birth or national ID number.

b. Information from other sources : We may also obtain information about you from third parties such as credit bureaus and identity verification services.

You may choose to provide us with access to certain personal information stored by third parties such as social media sites (e.g., Facebook and Twitter). The information we may receive varies by site and is controlled by that site. By associating an account managed by a third party with your ezBoxup account and authorizing ezBoxup to have access to this information, you agree that ezBoxup may collect, store and use this information in accordance with this Privacy Policy.

c. Authentication and Fraud Detection : In order to help protect you from fraud and misuse of your personal information, we may collect information about you and your interactions with ezBoxup services. We may also evaluate your computer, mobile phone or other access device to identify any malicious software or activity.

d. Using Your Mobile Device : We may offer you the ability to connect with ezBoxup services using a mobile device, either through a mobile application or via a mobile optimized website. The provisions of this Privacy Policy apply to all such mobile access and use of mobile devices.

When you use our website, or access one of our mobile optimized sites, we may receive information about your location and your mobile device, including a unique identifier for your device. We may use this information to provide you with location-based services, such as advertising, search results, and

other personalized content. Most mobile devices allow you to control or disable location services in the device's setting's menu. If you have questions about how to disable your device's location services, we recommend you contact your mobile service carrier or the manufacture of your particular device.

How We Use the Personal Information We Collect

Our primary purpose in collecting personal information is to provide you with a secure, smooth, efficient, and customized experience. We may use your personal information to:

- provide ezBoxup services and customer support
- process transactions and send notices about your transactions
- verify your identity, including during account creation and password reset processes
- resolve disputes, collect fees, and troubleshoot problems
- manage risk, or to detect, prevent, and/or remediate fraud or other potentially prohibited or illegal activities
- detect, prevent or remediate violations of policies or applicable user agreements
- improve the ezBoxup services by customizing your user experience
- measure the performance of the ezBoxup services and improve their content and layout
- manage and protect our information technology infrastructure
- provide targeted marketing and advertising, provide service update notices, and deliver promotional offers based on your communication preferences
- perform creditworthiness and solvency checks, and compare information for accuracy and verify it with third parties

We may contact you via electronic means or postal mail to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, or as otherwise necessary to service your account. Additionally, we may contact you to offer coupons, discounts and promotions, and inform you about ezBoxup Services and the services of our corporate family. Finally, we may contact you as necessary to enforce our policies, applicable law, or any agreement we may have with you. When contacting you via phone, to reach you as efficiently as possible we may use, and you consent to receive, autodialed or prerecorded calls and text messages. Where applicable and permitted by law, you may decline to receive certain communications.

How We Use Cookies and Similar Technologies

When you access our website or use ezBoxup services, we (including companies we work with) may place small data files on your computer or other device. These data files may be cookies, pixel tags, "Flash cookies," or other local storage provided by your browser or associated applications (collectively "Cookies"). We use these technologies to recognize you as a customer; customize ezBoxup services, content, and advertising; measure promotional effectiveness; help ensure that your account security is not compromised; mitigate risk and prevent fraud; and to promote trust and safety across our sites and ezBoxup services.

You are free to decline our Cookies if your browser or browser add-on permits, unless our Cookies are required to prevent fraud or ensure the security of websites we control.

How We Share Personal Information with Other ezBoxup Users

When transacting with others, we may provide those parties with information about you necessary to complete the transaction, such as your name, account ID, contact details, shipping and billing address, or other information needed to promote the reliability and security of the transaction. If a transaction is held, fails, or is later invalidated, we may also provide details of the unsuccessful transaction. To facilitate dispute resolution, we may provide a buyer with the seller's address so that goods can be returned to the seller. The receiving party is not allowed to use this information for unrelated purposes, such as to directly market to you, unless you have agreed to it. Contacting users with unwanted or threatening messages is against our policies and constitutes a violation of our User Agreement.

We work with third parties, including merchants, to enable them to accept or send payments from or to you using ezBoxup. In doing so, a third party may share information about you with us, such as your email address or mobile phone number, to inform you that a payment has been sent to you or when you attempt to pay a merchant or third party. We use this information to confirm that you are an ezBoxup customer and that ezBoxup as a form of payment can be enabled, or to send you notification of payment status. Also, if you request that we validate your status as a ezBoxup customer with a third party, we will do so.

Please note that merchants, sellers, and users you buy from or contract with have their own privacy policies, and although ezBoxup's Term of Use does not allot his information for anything other than providing ezBoxup services, ezBoxup is not responsible for their actions, including the other transacting party to use their information protection practices

Regardless, we will not disclose your credit card number or bank account number to anyone you have paid or who has paid you using ezBoxup, or with the third parties that offer or use ezBoxup services, except with your express permission or if we are required to do so to comply with credit card rules, a subpoena, or other legal process.

How We Share Personal Information with Other Third Parties

We may share your personal information with :

- Credit bureaus and collection agencies to report account information, as permitted by law.
- Banking partners as required by credit card association rules for inclusion on their list of terminated merchants (in the event that you meet their criteria which includes having ezBoxup close your ezBoxup Account due to your breach of ezBoxup's Term of Use).
- Companies that we plan to merge with or are acquired by. (Should such a combination occur, we will require that the new combined entity follow this Privacy Policy with respect to your personal information. If your personal information could be used contrary to this policy, you will receive prior notice).
- Law enforcement, government officials, or other third parties pursuant to a subpoena, court order, or other legal process or requirement applicable to ezBoxup or one of its affiliates; when we need to do so to comply with law or credit card rules; or when we believe, in our sole discretion, that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report suspected illegal activity or to investigate violations of our User Agreement.
- Other unaffiliated third parties, for the following purposes :
 - I. **Fraud Prevention and Risk Management** : to help prevent fraud or assess and manage risk. For example, if you use the ezBoxup Services to buy or sell goods using Facebook or its affiliates ("FB"), we may share account information in order to help protect your account from fraudulent activity, alert you if we detect such fraudulent activity on your accounts, or evaluate credit risk.
As part of our fraud prevention and risk management efforts, we also may share

necessary account information with FB in cases where ezBoxup has placed a hold or other restriction on your Account based on disputes, claims, chargebacks or other scenarios regarding the sale or purchase of goods. Also, as part of our fraud prevention and risk management efforts, we may share account information with eBay to enable them to operate their programs for evaluating buyers or sellers.

- II. **Customer Service**: for customer service purposes, including to help service your accounts or resolve disputes (e.g., billing or transactional).
 - III. **Shipping**: in connection with shipping and related services for purchases made using ezBoxup.
 - IV. **Legal Compliance**: to help them comply with anti-money laundering and counter-terrorist financing verification requirements.
 - V. **Service Providers**: to enable service providers under contract with us to support our business operations, such as fraud prevention, bill collection, marketing, customer service and technology services. Our contracts dictate that these service providers only use your information in connection with the services they perform for us and not for their own benefit.
- Other third parties with your consent or direction to do so.

Please note that these third parties may be in other countries where the laws on processing personal information may be less stringent than in your country.

If you open a ezBoxup account directly on a third party website or via a third party application, any information that you enter on that website or application (and not directly on a ezBoxup website) will be shared with the owner of the third party website or application. These sites are governed by their own privacy policies and you are encouraged to review their privacy policies before providing them with personal information. ezBoxup is not responsible for the content or information practices of such third parties.

How You Can Access or Change Your Personal Information

You can review and edit your personal information at any time by logging in to your account and reviewing your account settings and profile. You can also close your account through the ezBoxup website. If you close your ezBoxup account, we will mark your account in our database as "Closed," but may retain personal information from your account for a certain period of time to collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigations, prevent fraud, enforce our Term of Use, or take other actions as required or permitted by law.

Contact Us

If you have any questions, complaints, concerns or comments on our Privacy Policy, we welcome you to contact us by sending an email to support@ezboxup.com. Your indication at the subject header would assist us in attending to your email speedily by passing it on to the relevant staff in our organisation. For example, you could insert the subject header as "Accessing Personal Data".

Conflict

Please kindly note that where this Privacy Policy has been translated to any other non-English language, in the event of any inconsistencies in the meaning of any provision of the English language text of this Privacy Policy, the English language text shall prevail.