

PRIVACY AND COOKIE POLICY

Effective Date: 18 September 2017

Faver BVBA is a private limited liability company established in Belgium, having its offices at Bossuitstraat 134, 1750 Sint-Martens-Lennik, Belgium, registered at the Crossroads Bank for Enterprises under number 0667994359.

Faver BVBA (hereafter: “we”, “our” or “us”) collects information about you when you use our mobile applications, websites, and other online products and services (collectively, the “Services”) and through other interactions and communications you have with us. This Privacy and Cookie Policy (“Policy”) applies to the information collected and controlled by us.

Scope and Application

This Policy applies to the persons who use our Services (“Users”). By using the Services, you consent to the terms of this Policy and to our collection, processing and sharing of Personal Information for the purposes set forth herein. If you do not agree to this Policy, please do not access or otherwise use our Services.

Collection of Information

Information You Provide to Us

We collect information you provide directly to us, such as when you create or modify your account, contact customer support, or otherwise communicate with us. This information may include: name, e-mail, phone number, postal address, and any other information you choose to provide.

Information We Collect Through Your Use of Our Services

When you use our Services, we collect information about you in the following general categories:

- *Location Information:* If you permit the Faver app to access location services through the permission system used by your mobile operating system (“platform”), we may collect the precise location of your device. We may also derive your approximate location from your IP address.
- *Contacts Information:* If you permit the Faver app to access the address book on your device through the permission system used by your mobile platform, we may access and store names and contact information from your address book to facilitate social interactions through our Services and for other purposes described in this Policy or at the time of consent with the collection.
- *Transaction Information:* We collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged and other related transaction details. Additionally, if someone uses your promo code, we may associate your name with that person.
- *Usage and Preference Information:* We collect information about how you and other visitors interact with our Services, preferences expressed, and settings chosen. In some cases this is done through the use of cookies, pixel tags, and similar technologies that create

and maintain unique identifiers. More information on this can be found under the “Cookies and Other Tracking Technologies” clause.

- *Device Information:* We may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information, and mobile network information.
- *Log Information:* When you interact with the Services, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our Services.

Important Information About Platform Permissions

The mobile platforms (iOS and Android) have defined certain types of device data that apps cannot access without your consent. These platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the Faver app wants permission to access certain types of data and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the Faver app seeks before you first use the app, and your use of the app constitutes your consent.

Information We Collect From Other Sources

We may also receive information from other sources and combine that with information we collect through our Services. For example:

- If you choose to link, create, or log in to your Faver account with a social media service (e.g., Facebook), or if you engage with a separate app or website whose API we use, we may receive information about you or your connections from that site or app.

Use of Information

We may use the information we collect about you to:

- Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, provide customer support to Users and Providers, develop safety features, authenticate users, and send product updates and administrative messages;
- Perform internal operations, including, for example, to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends;
- Send or facilitate communications (i) between you and a Provider, or (ii) between you as a Provider and another user, or (iii) between you and another user;
- Send you communications we think will be of interest to you, including information about products, services, promotions, news, and events of Faver and other companies; and to process contest, sweepstake, or other promotion entries and fulfill any related awards;
- Personalize and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements.

To opt out, see the information under the clause “Promotional Communications”.

Sharing of Information

We may share the information we collect about you. We use commercially reasonable efforts to ensure a similar level of protection in those instances. Sharing of information can occur as described in this Policy:

Through Our Services

We may share your information:

- With Providers to enable them to provide the Services you request;
- With third parties to provide you a service you requested through a partnership or promotional offering made by a third party or us;
- With the general public if you submit content in a public forum, such as blog comments, social media posts, or other features of our Services that are viewable by the general public;
- With third parties with whom you choose to let us share information, for example other apps or websites with an API or Service with which we integrate.

Other Important Sharing

We may share your information:

- With our subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and / or logistics purposes;
- With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;
- With a claims processor or an insurer if there is a complaint, dispute or conflict, which may include an accident, involving you and another User or Provider and such information or data is necessary to resolve the complaint, dispute or conflict.
- In response to a request for information by a competent authority if we believe disclosure is in accordance with, or is otherwise required by, any applicable law, regulation, or legal process;
- With law enforcement officials, government authorities, or other third parties if we believe your actions are inconsistent with our or policies, or to protect the rights, property, or safety of us or others;
- In connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company;
- If we otherwise notify you and you consent to the sharing; and
- In an aggregated and/or anonymized form which cannot reasonably be used to identify you.

Social Sharing Features

The Services may integrate with social sharing features and other related tools which let you share actions you take on our Services with other apps, sites, or media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the social sharing service. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them.

Analytics and Advertising Services Provided by

Others

We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services. For more information, see the clause “Cookies and Other Tracking Technologies”.

Your Choices

Account Information

You may correct your account information at any time by logging into your in-app account. If you wish to cancel your account, please delete the app or email us at legal@favorit.org. Please note that in some cases we may retain certain information about you as required by law, or for legitimate business purposes to the extent permitted by law. For instance, if we believe you have committed fraud or violated our Terms, we may seek to resolve the issue before deleting your information.

Access Rights

We will comply with the costless requests of users – whose identity has been confirmed - regarding access, correction, and/or deletion of the personal data we store in accordance with applicable law.

Location Information

We request permission for our app’s collection of precise location from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, you can later disable it by changing the location settings on your mobile device. This may hinder your ability to use our Services.

Contact Information

We may also seek permission for our app’s collection and syncing of contact information from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, iOS users can later disable it by changing the contacts settings on your mobile device. The Android platform does not provide such a setting.

Promotional Communications

You may opt out from receiving promotional messages from us. If you opt out, we may still send you non-promotional communications, such as those about your account, about Services you have requested, or our ongoing business relations.

Cookies and Other Tracking Technologies

We or authorized third parties may utilize “cookies”, anonymous identifiers and other tracking technologies in order to better provide our Services. A “cookie” is a small piece of data that is sent to your device and that may be used, for example, to collect information about activity on the Services. Certain cookies and other technologies may serve to recall Personal Information, such as an IP address, previously indicated by a user. Most browsers allow you to control

cookies, including whether or not to accept them and how to remove them. You may set most browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser. Blocking cookies may hinder the functioning of Services.

Security

We take all appropriate technical and organizational measures to protect your personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing. These efforts include, but are not necessarily limited to: (i) storing your personal information in secure operating environments that are not available to the public and that are only accessible to authorized employees, and our agents and contractors; and, (ii) verifying the identities of registered users before they can access the personal information we maintain about them.

In the event of and following discovery or notification of a breach of the security of the Personal Data, or access by an unauthorized person, notification will be given.

Duration of data storage

We may store in our databases the personal information that you send to us via our Services. Your Personal Data will be kept only for as long as it is reasonably necessary taking into consideration our need to answer queries or resolve problems, provide improved and new services and comply with legal requirements under applicable law(s). This means that we may retain your Personal Data for a reasonable period after you stop using the Services. After this period, your personal information will be deleted from all our systems. We remind you that you have a right to have your personal information deleted at any time.

Changes to the Policy

If we make changes in the way we treat your personal information, we will provide you notice through the Services or by e-mail. Your continued use of the Services after 7 days of such notice constitutes your consent to the changes.

Contact Us

If you have any questions or issues concerning our Policy, please contact us at legal@faverit.org or write us at Faver BVBA, Attn: Legal, Bossuitstraat 134, 1750 Sint-Martens-Lennik, Belgium.