

# PERSONAL DATA PROTECTION NOTIFICATION

18 September 2023

At NAKA EUROPE Ltd., we strive for continuous development and improvement of our services as we want to adapt them to your requirements as much as possible. In order to achieve this, we need to collect and process certain personal data in some cases.

The purpose of this Personal Data Protection Notification ("**Notification**") is to make you acquainted with what kind of personal information we collect and for what purposes, what we do with them, how we ensure their security, and what rights you can exercise in connection with the processing of your personal data. We treat the protection of your personal data with the utmost seriousness and responsibility. We fully comply with our obligations regarding lawful, fair, and transparent personal data processing. We advise you to get yourself fully acquainted with the contents of this Notification.

In order to ensure the compliance of this Notification with the regulations governing personal data protection, NAKA reserves the right to modify or amend the Notification accordingly. You will be suitably notified of any changes in due course, e.g., by e-mail or through a website notification.

## 1. WHO IS RESPONSIBLE FOR CONTROLLING YOUR PERSONAL DATA?

The controller of the personal data processed in accordance with this Notification is NAKA EUROPE, financial technologies, Ltd. ("**NAKA**"), company registration number 9244557000, with a business address at Letaliska cesta 33F, 1000 Ljubljana, Slovenia. If you have any questions or requirements regarding the processing of your personal data, please contact us at [support@naka.com](mailto:support@naka.com).

## 2. IN WHAT CASES CAN WE PROCESS YOUR PERSONAL DATA?

We only collect your personal data when this is absolutely necessary or when you have given your consent. We will not process your personal data if the purpose of or basis for their processing is not supported by the applicable regulations in the field of personal data protection (the Personal Data Protection Act, the Official Gazette of the Republic of Slovenia No. 94/07 – official consolidated version and 163/22 ("**ZVOP-2**") and Regulation (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 ("**GDPR**") and our internal policies.

### 1. We only collect your personal data:

- when this is absolutely necessary or when you have given your consent,
- for which we are required by applicable laws,
- which is necessary for the performance of a contract,
- for statistical purposes,
- for identifying server problems and for website editing,
- for verification procedures ("**Know Your Customer**" or "**KYC**") required by applicable anti-money laundering legislation,
- for business analyses,
- for offer development,
- for information system security,
- for improving or adapting the services to the individual,
- for measuring the efficiency of its promotional activities and advertising,
- on the basis of other legitimate interests.

### 2. By visiting our website you accept and agree with the [General Terms of Use](#) of our website and enter into an agreement with NAKA and/or you entered (or you are in the process of entering) into an agreement for the use of the NAKA Service, which constitutes a **contractual basis** for processing your personal data. The data is coded and transferred to the server in a protected format. Such system prevents your personal data to be intercepted.

3. During one's visit, NAKA also collects one's personal data **through cookies, based on the legitimate interests** for the purpose of improving the functionalities, user experience, safety, for smooth website functioning and for counting its website visitors. All further information on the use of cookies is accessible at the following [link](#).

### **3. HOW DO WE COLLECT YOUR PERSONAL DATA AND WHAT KIND OF PERSONAL DATA DO WE PROCESS?**

We acquire personal data from various sources. In most cases, you directly provide them to us by visiting our website, during KYC procedures, by filling out online forms for a customer identification and verification and/or subscribing to our newsletter. We can also use other information and data accessible through or provided by public sources (public registers, databases, internet applications, social media).

NAKA processes the following types of personal data:

#### **a) personal and contact information**

This includes all the personal data you provide when filling in online forms or communicating with us by phone, e-mail or in any other way. It also includes all the data you provide for the requirements of KYC procedures or when you fill out the form for entering into an agreement with us or other service provider on the website, subscribe to our newsletter, or report any kind of problem that arises during your visits to our website. In such cases, we collect and save data which can include your name, e-mail address, phone number, nationality, tax identification number, number of the identification document, and other provided data.

We will process your personal information to notify you of updates and upgrades until you terminate your user account. The personal data that we process to send offers and notifications on novelties is kept until your consent withdrawal or, in any case, for a maximum period of 5 years from your consent. After that period, we will again ask you for your consent.

#### **b) server data**

When you use our website, we collect various data in the server log, i.a.: the dates and times of the visits; the visited subpages; your IP address; time zone settings; the time you have spent on our website: the websites you visit immediately before or immediately after visiting our website; screenshots of clicks on our website; the information you viewed or sought; webpage response time; downloading errors; the lengths of the visits to individual webpages and data on webpage interactions.

#### **c) device data**

We collect data on the computer or mobile device which you use to access our website, including its model, the operating system and version of your software, the Internet browser used and other identifiers of your device.

#### **d) data on contacts with us**

We keep records of your contacts with us, especially of the dates (sometimes also times) of the contacts and the reasons for them. This holds for all kinds of contacts (phone, SMS, regular mail, e-mail, live).

#### **e) geolocation data**

Geolocation data or GPS coordinates (longitude, latitude) are acquired at your visit to our website so that we can help you find the most suitable end product and / or service. NAKA processes location data in a form that cannot be connected to a specific or identifiable person, or on the basis of prior user consent.

#### **f) data from social networks**

In our marketing campaigns, we also use social media (e.g. Facebook) and, although we do not keep the data published on your profile, we use it for targeted marketing activities, but only if you consent to this during your use of the aforementioned media. In the scope of third-party cookies, we also offer user service improvements, content dissemination through various social media, and personalization of our offer according to your wishes and requirements which are evident from your previous web browsing. Despite all of our efforts, we can not guarantee for the security of the content of the connected external websites or check such content. You, therefore, click external links at your own risk. We are not liable for any damages or implications resulting from visiting any aforementioned external link. If you follow a link to another website, you thereby leave our website and this Personal Data Protection Notification does not apply to your use of other websites or your activities on them.

#### 4. WHO CAN USE THE PERSONAL DATA THAT YOU PROVIDE FOR US?

Your personal data will only be revealed to those third parties that will process your personal data on our behalf. The third parties are our parent and/or subsidiary entities and our contract partners performing use analysis, e-mailing, consulting, direct marketing as well as data collecting and storing services on our behalf. Your personal data constitutes a business secret of NAKA. NAKA's employees process your personal data in accordance with their authorizations and our internal policies. The contracted data processors are obliged to protect confidential data and respect the rights of individuals in the same manner as NAKA's employees, therefore, your data is safe.

Where we transfer your personal data outside the European Economic Area, we will ensure that it is protected and transferred in a manner consistent with the legal requirements applicable to personal data. This can be done in a number of different ways, for instance:

- i. The country to which we send your personal data was approved by the European Commission;
- ii. The recipient of your personal data signed a contract based on "Model Contractual Clauses" approved by the European Commission, obliging them to protect your personal data.

In all other circumstances, the law may permit us to otherwise transfer your personal data outside the European Economic Area. In all cases, however, any transfer of your personal data will be compliant with the applicable data protection legislation.

In the scope of our legal obligations, we may communicate your personal data to the regulatory authorities for the purposes of discovery and prevention of money laundering and terrorist financing as well as for prevention and investigation of abuse or fraud in connection with the use of the NAKA Service.

#### 5. HOW WILL YOUR PERSONAL DATA BE PROTECTED?

In order to protect personal data, NAKA will use all the organizational, technical and other suitable procedures and measures necessary to prevent unauthorized data destruction, modification, loss or any unauthorized processing. Among others, these measures can include internal rules on personal data protection, additional employee training, internal controls of processing activities, etc. Other possible measures can include minimalization of personal data collection, pseudonymization, transparency, enabling individuals to monitor the processing, as well as continuous safety measure upgrades.

#### 6. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

The period of keeping your personal data depends on the basis and purposes of processing an individual personal data category. Personal data is only kept for as long as this is legally required or allowed and absolutely necessary to achieve the purpose for which the data has been collected or processed. After achieving the purpose, we will only keep the personal data we are legally obliged to keep, or we might need for evidence or defense purposes in case of a possibility of legal claims. The rest of the data is erased, blocked, or anonymized unless otherwise legally required for certain types of data.

The personal data that we process to send offers and notifications on novelties is kept until your consent withdrawal or, in any case, for a maximum period of five years from your consent. After that period, we will again ask you for your consent.

#### 7. APPLICABLE LEGISLATION

You can always request to **view** or **access** your personal data, or request its **correction** or **erasure**, or **restrict** or **object** to its processing. We will notify you if your request affects the possibility of further operation of the website or our business collaboration. In certain cases, you also have the **right to data portability** of your personal data to a different controller. This depends on the technical capacities and internal policies of individual controllers.

Your consent to the processing of personal data for the purpose of sending offers and novelty notifications may be withdrawn at any time; however, the **withdrawal of your consent** does not affect the lawfulness of the processing of your personal data on the basis of your consent for the period prior to the withdrawal.

NAKA does not take responsibility for the credibility, accuracy, and promptness of the personal data you provide. You as a user are yourself obliged to ensure the accuracy and promptness of all the data you provide.

In the event of a violation of protection of your personal data, we will notify you in accordance with the conditions laid down by the applicable legislation.

Your requests will be fulfilled without undue delay, but in any case, within one month of the receipt of your request unless otherwise provided by the applicable legislation. In the event of complexity and a large number of requests, this time limit may be extended by up to two months. We will notify you of any such extension within one month of receiving your request, together with the reasons for the delay.

If you believe that we do not process your personal data in accordance with the applicable legislation, you can file a complaint with the Slovenian Information Commissioner at the e-mail address [gp.ip@ip-rs.si](mailto:gp.ip@ip-rs.si) or by regular mail to Information Commissioner of the Republic of Slovenia, Dunajska cesta 22, 1000 Ljubljana, Slovenia. Nevertheless, we will greatly appreciate it if you communicate your misgivings, comments, or suggestions to us prior to contacting the Information Commissioner.

## 8. DO YOU NEED TO KNOW ANYTHING ELSE?

This Notification is published on our website and enters into force on 18 September 2023.

In addition to this Notification, we also advise you to read the [General Terms of Use](#) of our website, which are published on our website and together with this Notification form a binding agreement between you and NAKA.

This notification may be changed at any time if this is necessary due to a change of personal data processing or due to a new interpretation, decision or opinion in connection with the personal data processing legislation. Any notification changes will be communicated to you in advance.

This Notification enters into force on 18 September 2023.

NAKA EUROPE Ltd.