

Privacy Policy

Last Updated: April 5, 2025

At Alme ("we", "us", or "our"), we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our website, services, or tools (collectively, the "Services").

By using our Services, you agree to the collection and use of your information in accordance with this Privacy Policy.

1. Information We Collect

We may collect the following types of personal information:

- Account Information: Name, email address, phone number, company details, and other identification documents required for registration.
- Transaction Data: Payment history, transaction records, and related financial information.
- Technical Data: IP address, browser type, device information, and usage logs when you access our Services.
- Support and Communication Data: Records of your communications with us, including customer support inquiries and feedback.

- Cookies and Tracking Technologies: We use cookies and similar technologies to enhance user experience and analyze service usage.

2. How We Use Your Information

We use your personal data to:

- Provide, operate, and maintain our Services.
- Process transactions and send related notifications.
- Communicate with you about updates, promotions, or service-related matters.
- Improve our products and services through analytics and research.
- Ensure compliance with applicable laws and regulations, including anti-money laundering (AML) and know-your-customer (KYC) requirements.
- Detect, prevent, and respond to fraud, security breaches, or other risks.

3. How We Share Your Information

We do not sell or rent your personal information to third parties.

However, we may share your data with:

- Service Providers: Third-party vendors who assist us in operating our business, such as payment processors, cloud hosting providers, and customer support platforms.
- Legal and Regulatory Authorities: When required by law, regulation, court order, or government request.
- Business Transfers: In the event of a merger, acquisition, or asset sale, your information may be transferred as part of the transaction.

In all cases, we ensure that any third party handling your data is subject to appropriate confidentiality and security obligations.

4. Data Security

We implement industry-standard technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or

as required by law. When your data is no longer needed, we will securely delete or anonymize it.

6. Your Rights

Depending on your jurisdiction, you may have certain rights regarding your personal data, including:

- The right to access, update, or delete your information.
- The right to object to or restrict certain types of processing.
- The right to receive your data in a structured, commonly used format (data portability).
- The right to withdraw consent at any time (where applicable).

You can exercise these rights by contacting us at support@al.me.

7. Children's Privacy

Our Services are not intended for use by individuals under the age of 18. We do not knowingly collect personal information from minors. If we become aware that we have collected such data, we will take steps to delete it promptly.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. Your continued use of our Services after any changes indicates your acceptance of the revised policy.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at support@al.me