



Privacy and Data Protection

OUR COMMITMENT TO YOU

At CUORE, your privacy is our priority. Your privacy is a central element when it comes to design and build the services and products you know and love, so you can trust fully into them and focus on creating meaningful connections.

We appreciate your trust in us when you provide us with your information, we do not we take lightly.

Our commitment to privacy. We design all our products and services considering your privacy. We involve experts from various fields, including legal, safety, engineering, product design and others to ensure that our.

Decisions are made with the utmost respect for your privacy.

Our commitment to transparency. Since we use many of the same online services than you, we know that not having enough information and too much language complicated are common problems in privacy policies. We take the opposite approach: we are doing our best to write our Privacy Policy and documents related in simple language. We really want you to read our policies and understand our privacy practices!

Our commitment to safety. We have teams dedicated to keeping your data safe and protected. We constantly update our security practices and invest in the measures we take to improve the security of your information.

PRIVACY POLICY

Welcome to CUORE's Privacy Policy. Thanks for taking the time to read it.

We appreciate that you trust us with your information and we want to always keep that confidence. To do this, we first want to make sure you understand the information that we collect it, why we collect it, how it is used, and what choices you have regarding your information. This Policy describes our privacy practices in plain language, keeping legal and technical jargon to a minimum.

This Privacy Policy applies from 12/08/2022.

1. WHO WE ARE

The company responsible for your information ("Data Controller") under this Privacy Policy privacy is:

CUORE

Calle Cristo de la Repolla, Cifuentes 19420 Guadalajara.

2. WHERE THIS PRIVACY POLICY APPLIES

This Privacy Policy applies to websites, applications, events and other services that we operate under the CUORE brand. For simplicity, we refer to all of them as our "services" in this Privacy Policy. To make everything clearer, we have added links to this Privacy Policy in all the services in which it is applicable.

Some services may require their own unique privacy policy. If a service has its own privacy policy, then it will be that, and not this Privacy Policy, which will result of application.

3. INFORMATION WE COLLECT

It goes without saying that we can't help you develop meaningful connections without first obtain certain information about you, such as basic profile data and the types of people you would like to meet We also collect information about your use of our services, such as access logs, as well as information from third parties, such as when you access our services through your social media account or when you upload information from your social networks to complete your profile. If you want more information, we will explain in more detail next.

Information you provide to us

You choose to give us certain information when you use our services. This includes:

- When you create an account, you provide us with at least your login credentials, as well as some basic information necessary for the service to work, such as your gender and

Date of Birth.

- When you complete your profile, you can share additional information with us, such as data about your personality, lifestyle, interests and other details about you, as well as content in the form of photos and videos. To add certain content, such as images or videos, you can allow us to access your camera or photo album.

- When you subscribe to a paid service or make a purchase directly with our platforms (rather than through a platform like iOS or Android), you provide us or our payment service provider with certain information, such as your debit or credit card number or other financial information.

- When you participate in surveys, focus groups or market studies, you give us your ideas. about our products and services, your answers to our questions and testimonials.

- When you choose to participate in our promotions, events or contests, we collect the information you use to register or participate.

- If you contact our customer support team, we will collect the information you provide to us during the interaction.

- If you share information about other people with us (for example, if you use the contact details of a friend for a certain function), we treat this information on your behalf to complete your application.

- Of course, we also treat your chats with other users, as well as the content that public, as necessary for the operation of the services.

Information we receive from others

In addition to the information you may provide us directly, we receive information about you from third parties, including:

- Users

Users may provide information about you as they use our services, for example, when they interact with you or if they submit a report involving you.

- Social networks

You can choose to share information with us through your social media account, for

For example, if you decide to create an account in CUORE and log in to it through your networks social or other account (for example, Facebook, Google or Apple) or upload to our services information (for example, photos) from one of your social media accounts (for example, Facebook, Instagram...).

- Other partners

We may receive information about you from our partners, including when it is possible to create CUORE accounts through the service of a partner (in which case they transmit to us information of registration) or when CUORE advertisements are published on a partner's service (in which case may transmit data to us about the success of a campaign). When legally permitted.

We may also receive information from third parties about suspected malicious users or condemned as part of our efforts to ensure the safety of our users.

Information generated when you use our services

When you use our services, technical data is generated about the functions you have used, how you did it and the devices with which you access our services. Next you can find more details:

- Usage information

Your use of our services generates data about your activity in them, for example, how you use them (when you log in, the features you've been using, the actions you've taken,

the information that is shown to you, the address of reference web pages and the advertisements with which that you interacted with...) and your interactions with other users (the users with whom you connect and interact, when you exchange information with them, the number of messages you send and you receive...).

- Device Information

We collect information from and about the devices you use to access our services, including hardware and software information, such as IP address, identifier and type of device, app settings and features, app crashes, advertising identifiers (which are randomly generated numbers that you can reset accessing the configuration of your device), the identifiers associated with cookies or other Technologies that can uniquely identify a device or browser.

- Other information with your consent

If you give us permission, we may collect your precise geolocation (latitude and longitude). The Collection of your geolocation can occur in the background, even when you are not using the Services, if the permission you gave us expressly allows such collection. Yes If you deny us permission to collect your precise geolocation, we will not collect it. Of Likewise, if you give us your consent, we can collect photos and videos (for example, if you want to post a photo or video or participate in streaming features on our services).

4. COOKIES AND OTHER SIMILAR DATA COLLECTION TECHNOLOGIES

We use and may allow others to use cookies and similar technologies (for example, web beacons, pixels, SDK) to recognize you and/or your device(s). You can read our Cookies Policy for more information on why we use them and how you can better control its use.

Some web browsers (including Safari, Internet Explorer, Firefox, and Chrome) have the feature "Do Not Track" ("DNT") which tells a website that a user does not want their data tracked online activity. If a website that responds to a DNT signal receives a DNT signal, the browser may prevent that website from collecting certain information about the user of the browser. not all na.

B. To help you connect with other users

- Recommend you to other users to meet
- Show user profiles to each other

C. To carry out advertising and marketing campaigns

- Manage sweepstakes, contests, discounts or other offers
- Carry out and measure the effectiveness of advertising campaigns in our services and marketing campaigns promoting CUORE inside and outside our services
- Inform you about products or services that we believe may be of interest to you.

D. To improve our services and develop new ones

- Manage focus groups, market studies and surveys
- Review interactions with customer support teams to improve our quality of service

- Understand how users typically use the Services in order to improve them (for example, we can decide to change the appearance or even substantially modify a function determined based on how users react to it)
- Develop new features and services (for example, we may decide to create a new interest-based function to respond to requests received from users).

E. Prevent, detect and combat fraud and other illegal or unauthorized activities

- Find and address ongoing or suspected violations of our terms of use, in particular through review of reports and interactions between members.
- Better understand and design countermeasures against violations of our terms of use.
- Retain data related to violations of our terms of use for avoid repetition.
- Enforce or exercise our rights, for example our terms of use.
- Communicate to users what we have done as a result of their reports

F. To ensure compliance with the law

- Comply with legal requirements
- Assist law enforcement

For more information about how we process personal information through the profiling and automated decision making.

To treat your information in the manner described in this Privacy Policy, We rely on the following legal grounds:

- Provide you with our services: The reason why we process your information for the purposes A and B above is to fulfill the contract you have with us. For example, to As you use our service to create meaningful connections, we use your information to maintain your account and profile, make them visible to other users and recommend you to other users and generally provide our free features and payment.
- Legitimate interests: We treat your information for purposes C, D and E above, covered in our legitimate interest. For example, we analyze user behaviour on our services to continually improve our offers, we suggest offers that we think you might be interested in and promote our own services, process information to help keep our users safe and we process data where necessary to enforce

our rights, assist in law enforcement law and allow us to defend ourselves in the event of legal action.

- Comply with applicable laws and regulations: We treat your information for the purpose F above when it is necessary for us to comply with applicable laws and regulations and demonstrate our compliance with applicable laws and regulations. For example, We retain traffic data and transaction data in accordance with our accounting, tax and other legal obligations for data retention and for be able to respond to valid legally enforceable access requests. Also We keep data that demonstrates the consents that users give us and the decisions they may have made to opt out of a feature or determined treatment.

- Consent: If you choose to provide us with information that may be considered "special" or "confidential" in certain jurisdictions, for example your sexual orientation, You are consenting to our processing of that information in accordance with this Privacy Policy. privacy. Sometimes we may ask for your consent to collect information specific, such as your precise geolocation, or use your information for certain reasons specific. In some cases, you can withdraw your consent by adapting your settings (for example, regarding the collection of geolocation accurate) or deleting your content (for example, when you entered information in the profile which may be considered "special" or "confidential"). In any case, you can withdraw your consent at any time by contacting us at the address listed at the end of this Privacy Policy.

6. HOW WE SHARE INFORMATION

Since our goal is to help you make meaningful connections, the main Exchange.

- With our service providers and partners. We use third parties to help us operate and improve our services. These third parties assist with various tasks, including data hosting and maintenance, analysis, support customer service, marketing, advertising, payment processing and security operations. Also We share information with distribution partners who help us advertise our services.

For example, we may share limited information about you, in encrypted form and not human readable, with advertising partners. We follow a strict vetting process before hiring any service provider or to work with any partner. Our service providers and Partners must agree to strict confidentiality obligations.

- For corporate transactions

We may transfer your information if we are involved, in whole or in part, in a merger, sale, acquisition, divestiture, restructuring, reorganization, dissolution, bankruptcy or other change of ownership or control.

- With law enforcement / when required by law

We may disclose your information if it is justifiable and necessary: 1. to comply with a process such as a court order, subpoena or search warrant, government/police investigation, or other legal requirements; 2. to assist in the prevention or detection of crime (in each case, in compliance with applicable legislation); or 3. to protect the safety of any person.

- To assert legal rights

We may also share information: 1. if disclosure would mitigate our liability in an actual or threatened lawsuit; 2. as needed to protect our legal rights and the legal rights of our users, business partners or others concerned parties; 3. to enforce our agreements with you; and 4. to investigate, prevent or take other action regarding illegal activities, suspected fraud, or other irregularities.

- With your consent or at your request

We may request your consent to share your information with third parties. In any case, we will make it clear why we want to share the information. We may use and share non-personal information (that is, information that by itself does not can be used to identify you, such as device information, general demographic data, general behavior data, geolocation in unidentified form), as well as information personal, in an encrypted and non-human readable form, in any of the circumstances previous. We may combine this information with additional non-personal information or personal information in encrypted, non-human readable form that we have collected from others sources. You can find more information about our use of cookies and similar technologies at our.

7. CROSS-BORDER DATA TRANSFERS

The exchange of information set out in Section 6 involves transfers of data border crossings to the United States of America and other jurisdictions that may have different laws on data processing. When we transfer personal information outside of the EEA, the United Kingdom, Switzerland or other countries whose data protection laws have been deemed appropriate by the European Commission or other competent government body, we use standard contractual clauses (standard contractual clauses are commitments between companies that transfer personal data, that compromise them in the protection of the privacy and security of your data) or other appropriate

transfer mechanism. We are currently reviewing the transfers to our suppliers and the legal basis for the supports the recent judgment of the Court of Justice of the European Union on the transfers of personal data to the United States.

8. YOUR RIGHTS

We want you to be in control of your information, so we want to remind you of the following options and tools available to you:

- Access / Update tools in the service. tools and settings account can help you access, rectify or delete the information that we you provided and that is associated with your account directly within the service. Yes If you have any questions about those tools and settings, you can contact contact our customer service team.
- Device permissions. Mobile platforms may have permission systems for specific types of data and device notifications, such as contacts phone numbers, images, location services, push notifications, and user identifiers advertising. You can change the settings on your device to give your consent or oppose the collection or processing of the corresponding information or the display of the corresponding notifications. For his.

Please note that we may deny requests, including where we cannot authenticate you, if the request is illegal or invalid, or if it may infringe trade secrets or intellectual property, privacy or other rights of another person. If you want to receive information relating to another user, such as a copy of any messages you have received from them through our service, the other user will have to contact us to give us your written consent before the information is disclosed. Also We may ask you to provide proof of identity before we can respond to application.

In addition, we may not be able to accommodate certain requests to oppose or restrict the processing of personal information, especially where such requests would not allow us to provide you with our service. For example, we cannot provide our service if you do not we have your date of birth and therefore cannot be sure that you have at least 18 years old.

In certain countries, including those in the European Economic Area and the United Kingdom, you have the right to file a complaint with the corresponding data protection authority if you have doubts about how we treat your personal information. The data protection authority before which you can file a complaint can be the one of your habitual residence, the one of the place where you work or where an alleged infringement has occurred.

9. HOW LONG WE KEEP YOUR INFORMATION

We keep your personal information only for as long as we need it for business purposes legitimate (as set out in Section 5) and as permitted by applicable law. If you decide stop using our services, you can close your account and your profile will no longer be visible to Other users. Please note that we will automatically close your account if you remain inactive for a period of two years. Once your account is closed, we will delete your personal information, as detailed below:

1. To protect the security of our users, we implement a window of three-month security hold after account closure. During this period, we keep your information in case it is necessary to investigate conduct illegal or harmful. Information retention during this data retention window security is based on our legitimate interest as well as that of potential victims external.

2. After the security retention period has elapsed, we delete your data and only We retain limited information for specific purposes, as detailed below. continuation:

1. We keep limited data to comply with legal obligations of data retention: specifically, we maintain transaction data for as long as 10 years to comply with tax and accounting legal requirements. It is also we may need to keep "traffic data" or logs for one year to comply with legal data retention obligations. Also we keep records of the consents that users grant us for five years to demonstrate our compliance with the law applicable.

2. We keep limited information based on our legitimate interest:

We maintain customer service records and supporting data, as well as the imprecise download/purchase location for five years to support our customer service decisions, assert our rights and enable us to defend ourselves in the event of a claim, profile data during a year in anticipation of a possible litigation, for the establishment, exercise or defense of legal claims, and the data necessary to prevent users who were kicked out or people we found out to be under 18 of age can open a new account, guaranteeing security and interests vital of our users.

3. Finally, we keep information based on our legitimate interest when there is a pending or potential problem, claim or dispute that requires us to retain the information (particularly if we receive a valid legal subpoena or request asking us to retain the data (in which case we would need retain the data to comply with our legal obligations) or if the data would be required as part of a legal proceeding).

10. PROTECTION OF CHILDREN'S PRIVACY

Our services are restricted to people over 18 years of age. We do not allow access to our platform to people under 18 years of age. If you suspect that a user is under 18 years, use the notification mechanism available on the service.

11. APPLICANTS, CONTRACTORS AND REPRESENTATIVES OF SUPPLIERS

We also process the personal information of our job applicants, contractors and vendor representatives as part of our contracting operations and talent management and our management of the services that contractors and suppliers give us provide. If you are a job candidate, contractor or service provider representative CUORE, certain relevant terms of this Privacy Policy are applicable to our processing of your personal information, including the sections of this Privacy Policy that treat the entity responsible for the treatment of your personal information, transfers of personal information, rights you may have under applicable law, how to contact us.

If you are applying for a job, the personal information we process about you may vary depending on the job you are looking for, but generally includes data you provide to us as part of your job application, as well as professional qualifications, experience and reference information that recruiters or other third parties share with us. We use this information to support the recruitment process, which can lead to an employment contract. For the contractors and vendor representatives, we may process identifying information and work-related information, as necessary to manage our relationship with you and your employer, which is necessary for the performance of the service agreement, and for Establish, exercise or defend possible legal claims.

12. CHANGES IN THE PRIVACY POLICY

Because we're always looking for new and innovative ways to help you establish meaningful connections and strive to ensure that explanations of our data practices are kept up to date, this policy may change over time. Tea We will inform you before any major changes take effect so that you have time to review the changes.

13. HOW TO CONTACT US

If you have questions about this Privacy Policy, you can find different options at continuation:

CUORE

Calle Cristo de la Repolla, Cifuentes 19420 Guadalajara.

cuore.soporte@gmail.com