

Effective Date: 20.09.2024

At FULL GRID, we take your privacy seriously and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, and safeguard your information when you use our services, including the FULL GRID mobile app, website, and other related services. Please read this policy carefully to understand our practices regarding your personal data.

1. Information We Collect

We may collect the following types of information:

1.1 Personal Information

- **Contact Information:** Your name, email address, and phone number when you create an account or contact us.
- **Payment Information:** Credit card or other payment details when you make purchases within the FULL GRID ecosystem.
- **User Profile Data:** Information related to your preferences, settings, and interests within the FULL GRID ecosystem.

1.2 Technical Information

- **Device Information:** Details about your device, including device ID, IP address, browser type, operating system, and other technical data.
- **Usage Data:** Information about your interactions with our platform, such as app usage, login times, and features used.
- **Location Data:** With your consent, we may collect information about your physical location, either precise or approximate, based on your device settings.

1.3 Blockchain Transactions

As FULL GRID operates within a blockchain-based ecosystem, we may collect public blockchain data such as wallet addresses and transaction history. Please note that blockchain data is public and cannot be deleted or modified by FULL GRID.

2. How We Use Your Information

We use your personal information for the following purposes:

2.1 To Provide and Improve Our Services

- Facilitate your access to the FULL GRID app and services.
- Manage your user account and provide customer support.
- Process payments and manage transactions within the ecosystem.
- Analyze usage trends to improve user experience and performance.

2.2 For Communication

- Send you updates, notifications, and marketing materials related to FULL GRID services and new features (you can opt out at any time).
- Respond to your inquiries or technical support requests.

2.3 Legal Compliance and Security

- Comply with legal obligations and government requests.
- Prevent fraud, unauthorized access, and other illegal activities within the FULL GRID ecosystem.
- Protect the security and integrity of our systems.

3. Data Sharing and Disclosure

We do not sell or share your personal information with third parties, except in the following cases:

3.1 Service Providers

We may share your information with trusted third-party service providers who help us operate and maintain our platform, such as payment processors and cloud service providers.

3.2 Legal Requirements

We may disclose your information if required by law, or if we believe such action is necessary to comply with legal obligations, protect the safety of individuals, or defend FULL GRID's rights and property.

3.3 Business Transfers

In the event of a merger, acquisition, or sale of assets, your personal data may be transferred to the new owners as part of the transaction.

4. Data Security

We implement a variety of security measures to protect your personal information. These include encryption, access controls, and other protocols designed to safeguard your data from unauthorized access, use, or disclosure.

However, please note that no security system is completely impenetrable, and we cannot guarantee the absolute security of your information.

5. Your Rights

You have the following rights regarding your personal data:

- **Access and Correction:** You may access or request correction of your personal information through your account settings or by contacting us.
- **Deletion:** You may request the deletion of your account and personal data, though some data may remain on the blockchain and cannot be altered or removed by FULL GRID.
- **Opt-out:** You may opt out of receiving promotional communications at any time by following the instructions in those communications.

6. Children's Privacy

Our services are not directed at children under the age of 16. We do not knowingly collect personal information from children. If we discover that a child under 16 has provided us with personal data, we will delete such information as soon as possible.

7. International Data Transfers

As FULL GRID operates globally, your information may be transferred and processed in countries outside of your own. We ensure that these transfers comply with applicable data protection laws and that your information is adequately protected.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal reasons. We will notify you of any material changes by updating the effective date of this policy. Your continued use of FULL GRID services constitutes acceptance of these changes.

9. Contact Us

If you have any questions or concerns regarding this Privacy Policy, please contact us at:

Email: office@full-grid.com