

# General terms and conditions

Updated on the 9th of June 2023

## I. Introduction

### *a. General terms and condition*

Thank you for choosing us. You are dealing with the company Tunnels ehf. located at Borgartún 23, 105 Reykjavík (hereinafter the company, Tunnels, us or we). Before using the Service, please read these "General Terms and conditions" carefully as well as our other terms. The terms cover Tunnels VPN and other services provided by the Company.

### *b. Subscriptions*

All company's services are provided on a subscription basis. That arrangement means that the service will automatically renew after the subscription expires unless you cancel the automatic renewal. An overview of the main aspects of your subscription to our service can be seen in more detail in the subscription terms.

### *c. Terminological usage*

When the terms "Tunnels", "we", "the company" or "us" are used, we mean Tunnels ehf. located at Borgartún 23, 105 Reykjavík. These terms and condition were originally written in Icelandic, if there is a difference between Icelandic and English version (the translated version), the original Icelandic version shall be used as basis. The applies to all Tunnels terms and conditions as well as special terms.

### *d. Privacy*

For information on how we collect and process your data, please read our privacy policy.

## II. Your contract with Tunnels

### *• Legal binding*

These terms are legally binding. You agree to these Terms and confirm your acceptance by doing the following (i) creating access and/or using our Services. (ii) by downloading software or accessing or using our services and websites, or (iii) otherwise electronically agreeing to be

bound by these Terms. If you are using the service on behalf of an organization/company or a third party, you accept these terms and at the same time acknowledge that you are authorized to act on behalf of an organization/company or a third party and commit to the relevant terms and payments related to the service. Our services are optional and provided only upon acceptance of these Terms. Read and understand the terms carefully. If you do not agree to our terms or any of their provisions, please don't use our services or websites.

#### *b. Terms of Service*

Certain services require you to agree to additional terms. Your use of our services specified below is subject to acceptance of the general terms and service-specific terms.

- NicelandVPN

By using our services, you also agree to the terms of service that apply to that specific service. In the event of a conflict or inconsistency between the provisions of the terms and the specific terms of service, the specific terms of service shall prevail and apply to the specific service.

#### *c. Service*

If certain services are provided free of charge, it does not affect your legal status. Both general and specific terms apply whether the service is paid for or provided free of charge.

#### *d. Access to services and/or websites*

You confirm that you are at least 18 years of age and able to accept these terms legally. Furthermore, you confirm that you are authorized, qualified and able to accept these terms on behalf of an organization/company or a third party. In each of the foregoing cases, acceptance includes our terms, conditions of service, your obligations, the representations and warranties outlined in our terms, and the obligation to respect and comply with our terms.

#### *e. Terms update*

Our services, websites and features are constantly changing. We do it to improve your experience, enhance the service and increase our performance. We may also need to change our terms of service, both general and specific. Reasons for changes may include (i) To add additional functionality, services, features, technology, or performance or to remove outdated features (ii) to correct errors, (iii) to clarify the Terms, (iv) to prevent misuse or damage or for (v)

other valid reasons, such as security reasons. You understand and agree that it is your responsibility to review our Terms regularly and to keep you and/or users of the Service informed of applicable rules and obligations. Any material changes to the terms, obligations and policies that affect your rights or obligations will be notified in a reasonable manner via your registered email. However, changes may be made and communicated differently. Any update or change to our Terms will be effective when the Terms are posted. Your continued use of the Service will be deemed acceptance of the changes. You are free to terminate our services after the effective date of the updated terms by closing your account and/or by not accessing our services and websites. The Terms are subject to change, so it's important for you to review our Terms regularly.

### **III. Subscription and automatic renewal**

#### *a. Subscription*

All our services are provided on a subscription basis. You choose to use the service, the period of the service and the payment method when you purchase the service. Please see the Subscription Terms for more information.

#### *b. Automatic renewal*

After expiration, your subscription will automatically renew according to previous subscriptions, unless you decide to cancel the subscription renewal before the expiration date. If you do not cancel your subscription before the due date, the payment method you selected will be charged for the upcoming period.

### **IV. Your user account**

#### *a. Create access.*

To access our Services, you must set up an account and provide certain information, such as your email address, password, payment information, and country. The information you give us must be given to the best of your knowledge.

#### *b. Confidentiality of your account access*

You agree that you are responsible for all use and activities that occur on your account. You are responsible for your password and the use of your account by others, whether or not the person using your account has authorization from you. It is your responsibility to maintain the confidentiality of your account and password, as well as to keep the information from others. Please keep your password confidential, preferably with encryption. Do not reuse old passwords used elsewhere. You acknowledge and agree that you will notify us immediately of any unauthorized use of your account or password.

## **V. Prices and payments**

### *a. Price*

The price of our services may appear exclusive of tax. Due to the nature of the service and the mobility of users, we do not have advanced information about the taxes you have to pay, as taxes depend on the country you registered. Therefore, mandatory additional tax, such as sales tax, VAT or other mandatory tax may be added to the price of the service. Tax on the price may change depending on where you declare your tax residence. The total price including taxes will be displayed before payment is completed.

### *b. Payments*

You agree to pay for all services rendered that you purchase from us, as well as any other charges incurred on your account, including applicable taxes and fees related to your purchase of the Service. Your payment is the basis for us to be able to provide you with our services. We may cancel, suspend or withdraw the Service if full payment is not received from you on time. Suspension or withdrawal of service due to non-payment may result a irrevocable loss of your access, content and use of your account.

### *c. Recurring payments*

When you purchase a service on a subscription basis, such as monthly, yearly or otherwise, you agree to the following: (i) the service will automatically renew until you cancel it, (ii) you authorize recurring payments, and (iii) payments will be received by us after the way you have accepted and implemented has been regularly. More information about the subscription and its cancellation can be found in our subscription terms.

#### *d. Method of payment*

To purchase our services, you must provide us a valid payment method, such as a credit or debit card or another payment method available on our website.

#### *e. Payment receipt (billing)*

By providing us with payment information, you confirm following: (i) that you are authorized to use the payment method you provided and that all payment information you provide is correct and accurate, (ii) you authorize us to charge the payment method you provided gave up and (iii) you authorize us to take payment for all the services you selected, used and purchased.

#### *f. Payment processing*

We reserve the right to: (i) continue to use updated card information electronically as appropriate (ii) re-attempt to charge the payment method you provided to complete the transaction and (iii) change or correct information in consultation with your payment processor to complete payment processing.

#### *g. Fraud protection*

We reserve the right to verify that the payment information you provided is correct before completing a payment.

#### *h. Price changes*

Price changes may be made to our paid services, including subscription renewal prices, at our discretion, from time to time to reflect changes in the overall costs associated with our services and to meet increased operational costs of providing the services. Price changes do not affect your current subscription period but will become effective upon subscription renewal. If you disagree with the proposed renewal price change, you are free to cancel the subscription before the change takes effect. Continued use of the service without termination constitutes acceptance of the price change.

#### *i. Changes to payment information*

In case of changes of your payment information, such card number or expiration date, please let us know as soon as possible so that we can continue to provide the service when it comes to renewing your subscription. If you update payment information on your account, that information will be used for future billing. In some cases, we receive updated payment

information from your card issuer or card scheme. We will use the information to automatically update the payment information system and your payments.

*j. Trial account*

We sometimes offer free trials of our otherwise paid services. The duration of the free trial, usage and other information will be specified at the time of registration or in promotional materials. A trial subscription is subject to all the same rules as paid services. We may limit or cancel your trial at any time without notice. If you provide payment information when you sign up for a trial, we will bill you for a subscription after the trial period ends. If you do not wish to continue with the subscription, you must cancel the trial subscription before the end of the subscription period. We reserve the right to limit the availability of trial subscriptions to one per person. We also reserve the right to prohibit the combination of free trials or other promotional offers. If you violate the terms, rules or laws with your use of a trial account, we reserve the right to terminate your subscription without notice.

**VI. End of subscription and refund**

*a. End of subscription*

You have the right to cancel your subscription and disable automatic renewal for future periods at any time. Please note, however, that canceled recipes are not refundable. of the portion that is still unused in the current period.

*b. Refund*

We strive to keep all our customers happy. If you are not satisfied with our service, you may cancel your subscription and request a refund within thirty (30) days of purchasing our service. Please note that we do not issue refunds after the first payment is due when a subscription automatically renews. In any case, we want to resolve any issues that may arise before you cancel your subscription and or request a refund.

*c. Form of refund*

Your refund request will be processed without undue delay. The refund will be made using the same payment method that was used for the purchase, unless otherwise agreed or the applicable law prohibits refunds of the type in question. For payments made with cryptocurrency, the refund will be made in the same currency as used for the purchase. The amount of refund in cryptocurrency is based on the equivalent of the price paid in USD at the time of purchase. Payments made using prepaid cards or gift cards will not be refunded if such payment method does not support refunds. Once the refund is completed, you will not be able to access the service for which you were refunded.

*d. Right to a refund*

The right to a refund is limited to two refund requests for each service. If you purchase a particular service again after the second refund, you will not receive a refund for the refund request.

**VII. Software**

*a. Software*

To access and use our Services, you may need to download and install certain software on your computer or the device you intend to use. Below you can see the terms and conditions that apply to the use of such software. In these Terms, "Software" means any mobile and computer software and any other software including all versions, updates, enhancements or revisions and any documentation accompanying or made available in connection with such software that we provide to you.

*b. License*

Subject to the terms and conditions of these Terms, and subject to your compliance with the Terms, we grant you a limited, revocable, non-exclusive, personal, non-transferable, temporary license to download, install and use copies of the Software that you own or control. No other right or license, express or implied, of any kind is granted to you hereunder concerning the Service or the Software.

*d. Rights*

The Software you use to use our Services under our Terms is our exclusive property. You may not sell or transfer our software or services. You do not acquire any ownership rights in our software or services or any copies. You do not acquire rights to our software or services by doing business with us. All services, software and websites are our property unless otherwise noted. Our trademarks are protected and are the property of Tunnels, and you are not permitted to copy, transfer or use in violation of our proprietary rights any trademarks, trade names, logos, means of transport or anything originating from Tunnels without our approval.

*e. Feedback*

By using our service, by any name, you grant Tunnels and/or its affiliates a perpetual, irrevocable, and worldwide license to use your feedback, which you send us free of charge and without any obligation to report such feedback. use and without any restrictions. In these terms, feedback means any recommendation, idea, suggestion, suggestion for revision or anything else that you send to us or respond to regarding our services, software or websites.

**VIII. Unauthorized and restricted use**

*a. In general*

Your access to and use of our services and websites is subject to both general and applicable terms and conditions as well as laws and regulations. We reserve the right, at any time in our sole discretion, with or without notice, to suspend and or terminate the accounts and or services of users who violate our terms, laws or regulations. The above applies equally whether it is a single offense or repeated offenses. By using our services or websites, you agree to all of the below. The agreement includes that you do not intend to violate the terms and conditions and/or enable others or provide others with facilities to violate them. Your consent extends to all of the following items and you confirm that you do not intend to use our websites or services for the purpose referred to in items (1-11) below:

- To use, assist, encourage or enable others to use our services or websites for any illegal purpose and or any other purpose that violates generally accepted morality. The aforementioned includes, among other things, sending unsolicited e-mails and sending e-mails in excessive quantities (e. spam).



- Not to use our services or websites for military purposes, including in cyber warfare, weapons development or weapons design or manufacture.
- Not to use our Services or Websites to attack or interfere with Internet traffic or the functionality of our or others' software.
- Not to use our services or websites to infringe our or others' copyrights, violate privacy, home or family privacy or otherwise violate the rights of others.
- Not to use our Services or Websites to transmit, store or make available illegal or offensive content.
- Not to use our services or websites to transmit viruses or other code, files, programs or anything else that results in interference, damage or other inconvenience to other computer users.
- Not to use our services or websites for any activity that causes or may cause an excessive load on our services, websites or computer equipment.
- Not to resell, sell, transfer, assign, distribute or otherwise make your account, subscriptions or account available to others in any way.
- Not to create a product using similar ideas, features, functions or graphics for your benefit or to otherwise imitate our services or websites.
- Attempting to gain unauthorized access to our Services, user accounts, our computer systems or networks connected to the Services.
- Modifying, copying or misusing our software, websites or anything else from us for your benefit, for the benefit of others or any other purpose.

#### *b. Your duties and responsibilities*

Within the context of this section, it is your responsibility to understand the applicable laws and regulations that apply to you, your use and your conduct. In all respects, you must comply with the laws that apply to you. Violation of obligations may result in the termination of your access. We strongly encourage you to notify us of violations of our terms, laws or regulations by any user or others by contacting us. Reporting a breach is in many cases the only recourse we have to take appropriate action.

## **IX. Disclaimer and liability**

### *a. Disclaimer for services or websites*

We take reasonable steps to improve the accuracy and reliability of our services. However, our services and software are complex and will never be completely flawless. We do not guarantee in any way that our services, websites or other things will be completely error-free. Furthermore, we cannot guarantee loss, deterioration or damage to data, delay in service, errors or outdated information. Without regard to any other provision of our Terms, we reserve the right to modify, suspend or terminate access to the Service or any aspect thereof at any time. In exceptional cases, our services may be unavailable due to human, digital, mechanical or other reasons. We cannot in any way say in advance when our service will be unavailable, and we do not accept responsibility for the damage that may result from this.

### *b. Your responsibility*

By your use of our websites, services or software, you acknowledge and agree that we do not control your use, we do not control or decide the results that appear to you. It is your own risk and responsibility that your use complies with our Terms. You are responsible for data generated about and as a result of your use.

## **X. Limitations of Liability**

### *a. In general*

There are risks involved in using, sending or downloading data on the Internet. We encourage you to make sure you understand these risks before using the Services. Tunnels disclaim all responsibility for the conduct of its users or others who use access to our websites or services.

### *b. Limitation of liability for usage and damages*

You use our websites, software and services at your own risk and responsibility. Neither Tunnels, its parent, subsidiary or affiliated companies, nor their employees or managers are responsible for your use or any damages you may suffer, whether direct or indirect. You agree

that the amount you pay for the services provided reflects your allocation of risk to us. Our service is cheap and your responsibility is therefore high, as Tunnels would not have entered into a contract with you without you agreeing to our terms, laws and regulations. We are not responsible for your decisions or consequences. Please keep in mind that although we take great security measures, the Internet is not completely secure. Therefore, our services, software or websites may be impaired regardless of our will. We cannot be held responsible for unforeseeable events such as cyber-attacks, security breaches or promises about the speed or volume of data transmission. Users are responsible for taking all appropriate measures to protect their data, software, equipment and systems, especially against misuse by others or viruses. Tunnels shall not be liable for any delay or interruption in your use of our Services, Websites or Software, including any damages arising therefrom or for any other reasonable and reasonable cause.

*c. cost*

You agree, at your own cost and responsibility, to indemnify Tunnels, its parent-subsidiary or related entities, employees and managers of the aforementioned against all claims that may arise due to you, your use or your access or account. You also agree to pay reasonable attorney or other expert fees that may be incurred by you, your use or otherwise that may require the services of an attorney or other expert.

**XII. Termination**

*a. Termination of access or termination by Tunnels*

We may suspend use or terminate your access if: (i) we are unable to accept payment from the payment method you provided (ii) if you violate our terms.

*b. Deadline for closing or termination.*

In certain cases, we will give you a reasonable opportunity to correct the error before your account is terminated or before we terminate your service.

*c. Termination or closing by You.*

You are free to terminate the service at any time as stated in these terms.

*d. Effect of closing or termination.*

Upon termination or closing, you will lose your access to the Service, either temporarily or permanently. In such event, you shall cease all use of the Software and Services, delete or destroy or return all copies of the Software in your possession or control.

**XIII. Governing Law, Disputes and interpretation**

*a. Applicable law*

*Tunnel's terms and conditions are subject to Icelandic law.*

These terms and conditions are written in Icelandic, if there is a difference between Icelandic and English (the translated version), the Icelandic original version shall be used as the basis. The above rule applies to all Tunnels terms and conditions as well as special terms.

*b. Dispute resolution outside court*

We strive to resolve all cases out of court. Before filing any claim against Tunnels, please try to resolve the dispute informally by sending us a written notice of dispute at [support@tunnels.is](mailto:support@tunnels.is). The notice must include: your name, a detailed description of the dispute, and a resolution that would work for you. If a dispute is not resolved out of court, you or Tunnels can file a lawsuit in court and the case shall be conducted in Reykjavík.

*c. Place of jurisdiction*

You and Tunnels agree that any legal action that may arise shall be brought before a court in Reykjavík and according to the laws of Iceland.

**XIV. Miscellaneous**

*a. Availability of services*

Actual coverage, speed, location and quality of service may vary. Tunnels is constantly improving its services. However, our Services may be unavailable, including: (i) during testing, updating,

expansion, refinement, when we remove our Services, unique features or functionality. (ii) Due to maintenance or human error. (iii) due to events beyond our control, such as acts of nature, war or other unforeseen events or incidents.

*b. Change and Termination of service*

We reserve the right to change, update or discontinue the Service at our sole discretion, at any time and for any reason. The above may be done either with or without notice. We may also suspend our services entirely, in which case we will notify you in advance unless the circumstances are such that this is not possible. Tunnels shall have no liability to you, nor any obligation or reimbursement to you in connection with any interruption of Internet connection or other service or failure resulting from the actions of authorities, other parties or other events beyond our control.

*c. Severability*

If any provision of our terms becomes unenforceable or invalidated by a competent authority, it shall be limited to that provision alone and it shall not affect other provisions of our terms or the terms as a whole.

*d. Extradition*

You may not assign these terms, rights or interests under these terms without the written consent of Tunnels. We may assign our rights and obligations under these Terms to third parties without your consent. The aforementioned includes, among other things, due to our restructuring, merger with others, acquisition, sale or transfer of the company's assets. Notice of material changes affecting your rights or obligations will be provided to you in a reasonable manner, such as by email.

*e. Data cost*

You are responsible for all charges that may apply to your use of our Services or Websites, including text messages and other data charges that may be incurred as a result of you accessing or using our Services, Software or Websites on your mobile device or other device.

#### *f. Third- Party components*

you agree that our services, software or websites may contain, link to, be integrated with or may otherwise use third-party computer programs, third-party applications, services, links or components.

#### *g. Contract language*

In all cases, the Icelandic version of our terms shall be used as a basis. If there are nuances or differences in meaning between languages, the Icelandic version must be used when interpreting and explaining the terms.

#### *h. Force majeure*

Even though we do our best to provide the service as well as possible, unforeseen circumstances may prevent it. Tunnels has no control over and therefore not responsible for the following: failures in its software, failures in third-party software, failures in your telecommunications or Internet service provider, or conditions arising from: earthquakes, fires, floods, embargoes, labor disputes, strikes, riots, wars, innovations in the production of goods or other unexpected problems and activities of citizens and authorities. In the above cases, Tunnels is entitled to a reasonable time to work out the problem to fulfill its obligations under the terms.

### **XV. Contact**

If you have comments or questions about these terms or our services, please contact us via email [support@tunnels.is](mailto:support@tunnels.is) or by letter.

## **Subscription Terms**

### **I. Introduction**

These Subscription Terms contain key information about your subscription. The subscription terms have been incorporated to some extent into our general terms and conditions and we suggest that you familiarize yourself with them, as well as our other terms.

Please note the following:

- Prices of our services in promotional offers are only valid for the first period of your subscription.
- After the first period, your subscription will automatically renew, and you will be required to pay the price in effect at the time of renewal.
- You have the right to cancel your subscription for the upcoming period.

## **II. Your subscription, term and price**

All of our paid services are provided on a subscription basis. We offer various subscription options and periods that you choose when purchasing the service. Please note that after the initial subscription period you select, your subscription will automatically renew for a specified additional period as discussed below. We publish the subscription prices on our websites, but they are subject to change. If the subscription prices have changed, you will be charged the price in effect at the time of renewal. By submitting your payment information to us and purchasing a subscription, you declare, confirm and agree to the following: (i) you declare your consent to the automatic renewal of the Service, (ii) you confirm your acceptance of an offer to purchase our Service and (iii) you acknowledge and agree to our terms and privacy policy.

## **III. Automatic renewal**

### *a. General*

After the first subscription period ends, the subscription will automatically renew for additional periods as follows:

- Subscriptions for 1 year or longer are renewed by 1 year each year.
- Subscriptions for less than one year are renewed for the same length of time as the previous subscription period.

The subscription price at renewal is determined by the service price at renewal.

#### *b. Reminder*

If you do not want to continue using our services, you have the right to cancel your subscription before the due date.

#### *c. Billing*

We will take payment for the upcoming subscription period in advance, ie. before the subscription period begins, unless you cancel the subscription before the due date. The payment will be charged to the selected payment method and according to the following:

- Monthly subscriptions will be charged on the date of automatic renewal, i.e. at the beginning of the next subscription period.
- In other cases, the subscription will be charged at least fourteen (14) days before automatic renewal, i.e. at the beginning of the next subscription period.

### **IV. Cancellation and refund**

#### *a. Termination of subscription*

You can cancel your subscription and turn off automatic renewal for future service periods at any time. The above only applies if you purchased the subscription directly from us. We will not issue a refund for the unused portion of the current subscription period. If you purchased the service from a third party, termination and refunds are governed by the terms of the third party.

#### *b. Refund*

We strive to satisfy your satisfaction with our services. If you are not satisfied with our service, you may cancel your subscription and request a refund within thirty (30) days from the date of purchase. Note that you can only get a refund for our services twice. If you purchased the service from a third party, refunds are subject to their terms.

## **Term of Use**



## **I. Introduction**

These Terms of Use contain key aspects of your use. These terms of use have been partially incorporated into our general terms and condition and we suggest that you familiarize yourself with them, as well as our other terms. Your use of NicelandVPN as well as our other services (hereinafter referred to as our products or product) is entirely subject to the general terms and conditions, as well as the special terms that may apply to individual elements.

## **II. Service Tunnel**

Tunnel's service is a digital internet communication service designed to increase internet security and privacy. Users must pay a subscription fee to connect to NicelandVPN, although there may be exceptions when free trials are provided. From time to time, we may, at our own initiative, renew or update features in our products. Please note that some servers and computer hardware do not support our products and or products performance. Before purchasing our products, please make sure that your network equipment and other computer equipment supports the product you wish to purchase.

## **III. No-log policy**

We recognize the importance of a degree of confidentiality surrounding your use of our products, and that you probably have many good reasons to protect your privacy. Accordingly, Tunnel guarantees a strict no-log policy. Your usage will generally not be saved, stored or passed on to third parties. We neither know nor want to know what you do through our services.

## **IV. Use of the service**

Tunnel's services may not be used for illegal or fraudulent purposes. You agree not to violate any laws or regulations that apply to you through your use of Tunnel's services. It is the user's responsibility to know and understand all applicable laws and regulations, including on jurisdiction that applies to the user.

Your use of and access to NicelandVPN is also subject to the General Terms, including the Unauthorized and Restricted Use provisions of the Terms. We reserve the right, at any time, in our sole discretion, with or without notice to prohibit and/or terminate access to NicelandVPN.

## **V. Abuse of Service**

We do not support illegal activities. Due to the nature of NicelandVPN. There may be instances where we are unable to detect abusive or illegal behavior by our users. Please send any complaints about abuse of our terms or services to [support@tunnels.is](mailto:support@tunnels.is) Tunnels and NicelandVPN is not a social media or hosting service. Meaning that we cannot respond to reports of alleged violations by other companies or their services.

## **VI. Inquiries regarding Tunnels' services and terms**

Do you have questions related to Tunnels terms or our additional terms? Please contact us via the email address [support@tunnels.is](mailto:support@tunnels.is)

# **Privacy Policy**

## **I. General**

This document contains a privacy policy. The policy covers data generated when accessing, installing or using Tunnels' software or our websites. By visiting our websites, using our software or services, or submitting your personal information to us, you confirm that you have read this privacy policy and agree to be bound by it. If you do not agree to this privacy policy or any of its provisions, please do not use our websites or services. A definition of the term "us" can be found in the general terms.

## **II. Processing of personal data**

We process personal data to a limited extent. The purpose of the processing is to: (i) provide services, (ii) process payments for our products or services and (iii) create your account. However, we never process any other personal information that you choose to share with us.

### **III. Information We Collect**

#### *a. email*

During registration, we request your email address as part of your registration. However, you decide which email address you give us. We use your email address to (i) send you important updates and notices, (ii) respond to your requests or inquiries, and (iii) send you offers. However, we can never verify that the email address you give us is correct given the nature of our service. However, we assume that you provide us with that information to the best of your knowledge.

#### *b. Information about your account*

We do not collect information about your account.

#### *c. Payment information*

We do not keep track of your payment information.

#### *d. Contact information with us*

We may store contact information from you to us for up to 24 hours. We do that as it may take time to analyze the query and/or to process it.

### **IV. Why do we process your personal data**

We only collect and use your personal information to fulfill our contract with you at your request. The foregoing includes, among other things, (i) providing you with access to our Services and (ii) processing your purchases.

### **V. Disclosure of Your Personal Information**

We do not share personal information about you.

#### **VI. Access to your information and deletion of personal information**

You are free to request access to your information we process. You are also free to request that we delete your personal information that we collect. Please send us an email [support@tunnels.is](mailto:support@tunnels.is) if you want us to delete personal information about you or if you want to access it.

#### **VII. How long do we keep your personal data**

We never keep personal information about you longer than necessary. When you cancel our services or delete your account, we will delete the personal information you provided to us as soon as possible.

#### **VIII. Data security**

It is and always has been Tunnels policy not to collect any information about our users. The little information we store is all encrypted for your security.

#### **IX. Contact**

If you have any comments, questions or complaints about Tunnels' privacy policy or how we process your personal information, please contact us at [support@tunnels.is](mailto:support@tunnels.is).