

FLUENCE PRIVACY POLICY

Fluence DAO ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you access or use our website <https://fluence.network> (the "Site"), our hosting services provided via the Platform, and any related services (collectively, the "Services"). Please read this Privacy Policy carefully. By using our Services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

A. Information You Provide to Us

When you register for an account, use our Services, or communicate with us, you may provide us with personal information, which may include:

- **Contact Information:** Your name, email address, postal address, and telephone number.
- **Account Credentials:** Username, password, and other authentication data.
- **Payment Information:** Credit card details or other financial information (collected and processed securely by our payment provider).
- **User Content:** Any information, data, images, or other materials you upload, post, or provide while using the Platform.

B. Information Collected Automatically

When you use our Site and Services, we automatically collect certain information about your device and usage:

- **Device Information:** IP address, browser type, operating system, device identifiers, and mobile network information.
- **Usage Data:** Pages visited, links clicked, time spent on the Site, and other diagnostic data.
- **Cookies and Similar Technologies:** We use cookies and similar tracking technologies to enhance your experience, analyze trends, administer the Site, and gather demographic information.

C. Information from Third Parties

We may also receive information about you from third parties, such as social media platforms if you choose to link your account, or from our business partners. This information is used only in accordance with this Privacy Policy.

2. How We Use Your Information

We use the information we collect for various purposes, including to:

- **Provide and Maintain Services:** Deliver hosting services, manage your account, process transactions, and communicate with you regarding your account.
- **Personalize Your Experience:** Tailor content and recommendations based on your preferences and usage.
- **Improve Our Services:** Analyze usage trends, diagnose problems, and improve the functionality and performance of our Site and Services.
- **Security:** Monitor and enhance the security of our Site, protect against fraud, and ensure compliance with legal requirements.
- **Marketing and Communications:** Send you information about promotions, updates, or other offerings, provided you have given consent where required by law.
- **Legal Obligations:** Comply with applicable laws, regulations, and legal processes, and enforce our Terms of Use.

3. How We Share Your Information

We may share your information with:

- **Service Providers:** Third-party vendors, consultants, and service providers who perform services on our behalf, such as payment processing, data analytics, email delivery, hosting, and customer support.
- **Providers:** In the case of hosting services, Providers may receive certain information necessary to deliver the service you have requested.
- **Legal and Regulatory Authorities:** When required by law, regulation, or legal process, we may disclose your information to law enforcement, government authorities, or as otherwise required by applicable law.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction, subject to appropriate safeguards.
- **With Your Consent:** We may share your information with your consent or at your direction.

4. Data Retention and Security

A. Data Retention

We retain your personal information only for as long as is necessary to fulfill the purposes for which it was collected, to comply with legal obligations, resolve disputes, and enforce our agreements.

B. Data Security

We implement commercially reasonable technical, administrative, and physical security measures designed to protect your information from unauthorized access, disclosure, alteration, and destruction. However, no security system is impenetrable, and we cannot guarantee the absolute security of your data.

5. International Data Transfers

Your information may be transferred to, and maintained on, servers located outside your country of residence. By using our Services, you consent to the transfer of your information to countries that may have data protection laws that differ from those in your jurisdiction.

6. Your Rights and Choices

Depending on your location and applicable law, you may have certain rights regarding your personal information, including:

- **Access:** Request access to the personal information we hold about you.
- **Correction:** Request that we correct any inaccurate or incomplete information.
- **Deletion:** Request that we delete your personal information, subject to certain legal obligations.
- **Objection and Restriction:** Request that we restrict or object to our processing of your information.
- **Data Portability:** Request the transfer of your personal information to another party.
- **Opt-Out:** Manage your preferences for receiving marketing communications. You can opt out by following the unsubscribe instructions provided in such communications or by contacting us directly.

To exercise these rights, please contact us at the address provided in the “Contact Us” section below. We may require additional information to verify your identity before processing your request.

7. Cookies and Tracking Technologies

We use cookies, web beacons, and similar technologies to collect information about your browsing activities over time and across different websites. You may control the use of cookies at the individual browser level, but if you disable cookies, some parts of the Site may not function properly.

8. Children's Privacy

Our Services are not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately, and we will take steps to delete such information from our records.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. When we update the Privacy Policy, we will revise the “Effective Date” at the top of this document and notify you by posting the updated policy on the Site. Your continued use of the Site and Services after the Effective Date constitutes your acceptance of the revised Privacy Policy.

10. Contact Us

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

Email: hello@fluence.network