

Privacy & Cookie Policy

Effective: May 1, 2020

This Privacy Statement explains how Ameni Service & Technology Inc. and its affiliates (“Ameni,” “we,” or “us”) collect and uses your personal information to provide our services to you. This Privacy Statement applies to personal information we collect when you use the Ameni Service or when you otherwise interact with us. Ameni is committed to doing business with the highest ethical standards by delivering a high-quality Platform to its Users. Ameni is committed to handling information regarding the Users responsibly. In this Privacy Policy, the User can find a description how Ameni handles different types of the User’s Personal Data that are gathered by Ameni.

We may change this Privacy Statement from time to time. If we make changes, we will notify you by revising the date at the top of this page. We encourage you to review the Privacy Statement whenever you access the Services or otherwise interact with us to stay informed about our privacy practices and the ways in which you can exercise choice over these practices. The practices described in this Privacy Statement are subject to applicable laws in the locations in which we operate; this means that we only engage in the practices described below in a particular location if permitted under the laws of that location.

How Do We Collect and Use Your Information:

The information we collect varies based on how you interact with us, which Services you use, and the choices you make. We collect and process information about you with your consent and/or as necessary to provide the products and services you use, operate our business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfill other legitimate interests.

We collect information about you in various ways when you use our Services, including information you provide directly, information collected automatically, and information collected via third-party data sources.

When you are asked to provide information, you may decline. But if you choose not to provide information that is necessary for certain products or features, those products or features may not be available or function correctly.

Information that is necessary for the use of the Platform:

Account Information - being the User’s first and last name, email address and address;

Profile and Listing Information (needed for booking and creating a listing) – the User’s address, phone number and a profile picture.

Payment Information (needed for booking and creating a listing to facilitate the processing of payments): the User’s bank account or credit card information. For this Ameni uses a third party payment provider. As such the Payment Information is not visible for Ameni;

Communications with Ameni and other Members – information about the User’s communication (such as history of correspondence) and any information the User chooses to provide.

Other Information – information provided when filling in a form, conducting a search, updating or adding information to the User’s Account, responding to survey, posting to community forums, participating in promotions or using other features of the Platform.

Information automatically collected by Ameni:

Geo-location Information – IP address of the User's device or mobile device's GPS (to offer an improved User's experience) - most mobile devices allow the User to control or disable the use of location services for applications in the device's settings menu. Ameni may also collect this information even when the User is not using the Platform if this connection is enabled through the settings or device permissions;

Usage Information – information about the User's interaction with the Platform such as the pages or content the User views, the User's searches for listings, bookings the User have made and other actions on the Platform;

Log Data and Device Information - log data and device information such as details about how a person has used the Platform, IP address of the used device, browser type or the webpage software information a person has visited before coming to the Platform, access dates and times, hardware and software information, device event information, unique identifiers and Cookies data (collected when a person accesses and uses the Platform even without creating an Account or log in) – this information is used to verify that visitors of the Platform meet the criteria required to process their requests

Cookies and Similar Technologies – Ameni uses Cookies and other similar technologies, such as web beacons, pixels, and mobile identifiers. Ameni may also allow its business partners to use these tracking technologies on the Platform, or engage others to track the User's behaviour on Ameni's behalf. The User may disable the use of Cookies through the User's browser settings.

Payment Transaction Information – information about the payment instrument used by the User for payment transactions through the Platform, date and time of the transaction, payment amount, payment instrument expiration date and billing postcode, the User's PayPal email address, the User's IBAN information, the User's address and other details related to the transaction.

Information that Ameni collects from third parties:

Ameni does not control, supervise or respond or how the third parties process the User's Personal Data and any information request regarding the disclosure of such data to Ameni shall be directed to such third parties.

Third Party Services (applies to a situation when the User links, connects or logs into his/her Account with a third party service as i.e. Facebook) – the User's profile information from the third party's service;

The User's References – in case if somebody has written a review for a User, the review will be published on the User's public profile page on the Platform;

Background Information - to the extent permitted by applicable laws and with the User's consent where required, Ameni may obtain the local version of police, background or registered sex offender checks. Ameni may use the User's information to obtain such reports;

Other Sources – to the extent permitted by applicable law, Ameni may receive additional information about the User, such as demographic data or fraud detection information, from third party service providers and/or partners, and combine it with information Ameni has about the User. For example, Ameni may receive background check results (with the User's consent where required) or fraud warnings from service providers like identity verification services for Ameni's fraud prevention and risk assessment efforts. Ameni may receive information about the User and his/her activities on and off the Platform through partnerships, or about the User's experiences and interactions from Ameni's

partner ad networks.

How Do We Share Your Information:

We may share the personal information we collect with third parties as follows or as otherwise described in this Privacy Statement:

- when you make or accept a booking;
- when you sign up for and participate in the interactive areas of our Services, such as creating a user profile or writing a review (note that if you are a Service Provider, your profile is discoverable to anyone who searches the Site or enters your unique profile URL into their browser);
- with vendors, consultants, business partners, and other service providers who need access to such information to carry out work on our behalf;
- in response to a request for information if we believe disclosure is in accordance with, or required by, applicable law, regulation or legal process;
- if we believe your actions are inconsistent with our user agreements or policies, or to protect the rights, property or safety of Ameni, its employees, its users (including their pets), or the public;
- in connection with, or during negotiations of, any merger, sale of company assets, financing, acquisition, divestiture, bankruptcy, dissolution, or other transaction or proceeding involving sale, transfer or divestiture of all or a portion of our business or assets to another company, to the extent permitted under applicable law;
- between and among Ameni and our current and future parents, affiliates, subsidiaries and other companies under common control and ownership;
- on an aggregated and anonymized basis; and
- with your consent or at your direction.

Social Sharing Features:

The Services may offer social sharing features and other integrated tools (such as the Facebook “Like” button), which let you share actions you take on our Services with other media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the entity that provides the social sharing feature. For more information about the purpose and scope of information collection and processing in connection with social sharing features, please visit the privacy policies of the entities that provide these features.

Advertising and Analytics Services Provided by Third Parties:

We may allow others to provide analytics services and/or serve advertisements on our behalf across the Internet. These entities may use cookies, pixel tags, web beacons or other similar technologies to collect information about your use of our websites and third-party websites. Note that if you opt-out of third-party advertising cookies, you will still see online ads, but they will not be personalized.

Information Security:

Ameni declares to take all appropriate technical and organizational measures to protect the confidentiality and security of the Personal Data. These efforts include, but are not necessarily limited to: (i) storing the User’s personal information in secure operating environments that are not available to the public and that are only accessible by persons authorized by Ameni and, (ii) verifying the identities of the Users before they can access the Personal Data Ameni maintains about them.

In the event of and following discovery or notification of a breach of the security of the Personal Data, or access by an unauthorized person, Ameni will notify the User if the breach is likely to affect the User's privacy.

The User is obliged to comply with safety standards, for instance by avoiding all non-authorized access to the User's devices and the Account. The User is solely responsible for the use of the Platform on the User's devices, IP-address and identification data, as well as for its confidentiality.

Notwithstanding the security measures and policy adopted by Ameni, an infallible level of security cannot be guaranteed. Since no method of transmission or forwarding over the Internet or any method of electronic storage is 100% secure, Ameni does not guarantee absolute security.

Use of Cookies:

Ameni informs to use Cookies to distinguish the Users' preferences and to offer better functionality of the Platform.

At the moment of the first access to the Service, the User accepts different kinds of Cookies used by the Platform. Otherwise (in case of the lack of such acceptance), the User shall delete his/her Account.

The User can block Cookies by activating the User's browser settings which allow the User to refuse the Cookies. The rejection of these Cookies may have the effect of not allowing the User to use some functionalities of the Service Platform.

Information storage:

Ameni declares to storage and process the Personal Data within the European Union, Asia Pacific and North America. Laws in these countries may differ from the laws applicable to the User's country of residence. As such, Ameni developed binding corporate rules to handle the data transfers occurring within the company.

Information Retention:

We retain information for as long as necessary to provide the products and fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our agreements. Because these needs can vary for different information types in the context of different products, actual retention periods can vary based on criteria such as user expectations or consent, the sensitivity of the information, the availability of automated controls that enable users to delete information, and our legal or contractual obligations.

Managing Your Account:

You may update, correct or delete certain information about you at any time by logging into your account through our website or our mobile application and navigating to the 'Profile' link. If you need assistance, you may contact us using the contact information on the website.

If you wish to request deactivation of your account or cannot access certain information, we have using the above methods, please contact us using the contact information on the website. We may decline requests that are prohibited by law, could adversely affect the privacy or other rights of another person, are not required to be honored by applicable law, or where we are unable to authenticate you as the person to whom the information relates.

Location Information:

When you first install or launch any of our mobile applications that collect location information, you will be asked to consent to the application's collection of this information. We require location information to use certain features of our Services, so if you do not consent to this collection, you cannot use those features. If you initially consent to our collection of location information, you can subsequently stop the collection of this information at any time by changing the preferences on your mobile device. If you do so, certain features of our mobile applications will no longer function. You may also stop our collection of location information by following the standard uninstall process to remove our mobile application from your device.

Emails:

Whether you are an owner or a provider, you must keep your email active, we may send you Service-related emails, such as those about your account or your ongoing business relationship with us.

Mobile Push Notifications/Alerts:

We may send push notifications or alerts to your mobile device. You can deactivate these messages at any time by changing the notification settings on your mobile device.

Text Messages:

If you are a Service Provider in the U.S. or Canada, certain Pet Care Services that you provide (as detailed in the Ameni Service) may require you to receive service-related messages. If you do not want to receive these service-related text messages, then in addition to adjusting your Notifications preferences, you must withdraw from providing such Pet Care Services.