

SpikeX Privacy Statement

Last Updated Date: August 19, 2024

1 Overview

This Privacy Statement aims to provide you with comprehensive information regarding our use of your Personal Data when you visit our web application, apply for, or use our services (collectively, the “Services”). We encourage you to read this Privacy Statement and use it to help you make informed decisions.

SpikeX Neural Technologies Limited is the data controller for the Personal Data collected and processed in connection with your visit to our website, during the registration and application process, and throughout your continued use of the services.

Any reference made to “we“, “our“, “us“, or “**SpikeX**“ in this Privacy Statement refers to SpikeX Neural Technologies Limited.

2 Categories of Personal Data We Collect about You

Registration and Contact Information. Depending on the Services you choose, we will collect your name, email, Payment Information, and other information necessary to establish an account and use our Services.

Payment Information. Information such as amount you send or request, your payment instrument, card, or financial or funding account used in connection with the Services, including issuer name, card type, country code, payment account number, CVV, username, and IBAN information.

Transaction Information. Information about your order details and purchases, such as item description, quantity, price, currency, and Payment Information.

Technical Usage Data. Information about response time for web pages, response errors and date and time when you used the service, such as your IP address, statistics regarding how pages are loaded or viewed, the websites you visited before coming to the Sites and other usage and browsing information collected through Cookies (“**Technical Usage Data**”).

Information you provide when you contact us. Information you disclose when you respond to surveys, or contact our customer support teams, such as Services you have used, recorded conversations, chat conversations with us, email correspondence with us, account status, payment history. This may include information about others if you choose to share it with us.

3 What Personal Data is used and for which Legal Basis?

We may process your Personal Data for a variety of reasons that are permitted under data protection laws applicable in the European Union (EU), and United Kingdom (UK), and accordance with the lawful bases below:

We collect the following Personal Data we consider **necessary to fulfil our pre-contractual and contractual obligations** to you and without which you will not be able to use the Services.

Necessary categories of Personal Data include:

- Registration and Contact Information
- Payment Information

- Transaction information
- Technical usage data
- Information you provide when you contact us

These activities include:

- to provide our Services, to fulfil relevant agreements with you.
- to administer your payment for our services.
- to confirm your identity, also through email, and verify your personal and contact details.
- to prove that transactions have been executed.
- to communicate with you in relation to our Services.

4 How long does SpikeX store your Personal Data?

We retain Personal Data for as long as needed or permitted in context of the purpose for which it was collected and consistent with applicable law.

The criteria used to determine our retention period is as follows:

- Personal Data used for the ongoing relationship between you and SpikeX is stored for the duration of the relationship.

5 Do We Share Personal Data, and why?

We will not share your Personal Data with third parties.

6 How Do We Use Cookies and Tracking Technologies?

When you interact with our Services, open email we send you, we use cookies to recognise you as a User, customise your online experiences and online content. So if you decline certain Cookies, your use of the Sites and Services may be limited or not possible.

Cookies help us to do the following:

- Remember your information so you do not have to re-enter it
- Manage and enhance our products and services

7 How Do We Protect Your Personal Data?

We maintain technical, and administrative security hosted **AWS (Amazon Web Services) Europe (London) Region** measures designed to provide reasonable protection for your Personal Data against loss, misuse, unauthorised access, disclosure, and alteration. The security measures include firewalls, data encryption, access controls, and information access authorisation controls. While we are dedicated to securing our systems and Services, you are responsible for securing and maintaining the privacy of your password(s) and Account/profile registration information and verifying that the Personal Data we maintain about you is accurate and current.

If you use our **NeuroData Workstation**, we configure SSL to prevent the interception of information transmitted over networks and restrict access to databases and other storage points used for server implementation. Additionally, we set up data encryption and backup on the workstation.