

Privacy Policy

Last updated: 01.11.2025

Effective as of: 01.11.2025

General Provisions

This Privacy Policy governs the collection, processing, storage, and use of users' personal data in accordance with:

The General Data Protection Regulation (GDPR, Regulation EU 2016/679)

The California Consumer Privacy Act (CCPA, CPRA)

The UK Data Protection Act 2018

The Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada

The Law of Ukraine "On Personal Data Protection"

This Policy applies to all websites, mobile applications, and services provided by Soul-Date Limited Liability Company (hereinafter, “we”, “us”, “our”, or “the Company”).

Data Controller

The Data Controller is a legal entity that determines the purposes and means of processing personal data. The Controller is responsible for ensuring compliance with legal requirements regarding the confidentiality and protection of users' personal data. The Data Controller can be contacted at: support@soul-date.net

Your Data Controller is:

Company name: Soul-Date Limited Liability Company

- Address: 4233, 1007 N Orange St. 4th Floor , Wilmington, DE, 19801

- Email for Privacy Concerns: support@soul-date.net

- Data Protection Officer (DPO) Contact Information: support@soul-date.net

- Jurisdiction: The United States of America

Data Processor – a legal or natural person who processes personal data on behalf of the Data Controller, in accordance with the purposes and instructions determined by the Controller. The Processor does not make independent decisions regarding the use of personal data support@soul-date.net.

Web Service (also referred to as "the Site") – an online platform, (soul-date.net) that provides translation service, gifts delivery service, consultaion, support and help in dating services, including the ability to create a profile, search for other users, send messages, use matchmaking algorithms, and other features aimed at facilitating connections and communication between users.

Web Service functionality (hereinafter, the "Services") refers to the features provided to users through the dating website (soul-date.net) including but not limited to, the ability to create a profile, get translation service, gifts delivery service, consultaion, support and help in dating

services, search and view other profiles, send messages, use matchmaking algorithms, and other services aimed at facilitating connections and communication between users.

Web Service Administrator – provides access to the Web Service under the terms specified in this Privacy Policy, User Consent, and Cookie Policy.

We have outlined the key highlights of our Privacy Policy. You can learn more about any of these topics by clicking the link after each key point or by using our Table of Contents below to find the desired section.

What Personal Data do we process?

When you visit, use, or navigate the Site, we may process personal data depending on how you interact with us, the choices you make, and the features you use. You can learn more about the personal data you provide to us by following the link provided.

Do We Process Sensitive Personal Data?

Some information may be considered "sensitive" in certain jurisdictions, such as your hobbies, full name, email address, and sexual orientation. We may process sensitive personal information when necessary, with your consent, or as otherwise permitted by applicable law. *You can learn more about the sensitive information we process below. View Chapter 1.*

Do We Collect Any Information from Third Parties?

We do not collect any information from third parties.

How We Process Your Information

We process your information to provide, improve, and administer our Services, to communicate with you, for security and fraud prevention, and to comply with legal obligations. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal basis to do so. *Learn more about how we process your information. View Chapter 2.*

How Do We Ensure the Security of Your Information?

We have adequate organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure. Therefore, we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.

What Are Your Rights?

Depending on your geographic location, applicable privacy laws may grant you certain rights concerning your personal information. *Learn more about your privacy rights below. View Chapter 11.*

How to Exercise Your Rights

The simplest way to exercise your rights is by visiting our website or contacting us directly. We will review and respond to any request in accordance with the relevant data protection laws.

To learn more about what we do with the information we collect, please review the full Privacy Policy.

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1. WHAT INFORMATION WE COLLECT

Personal information you disclose to us. We collect personal information that you voluntarily provide to us when you register on the Site, express an interest in obtaining information about us or our Services, when you use our Services, or otherwise when you contact us.

We may collect the following categories of personal data:

A. Basic Identifying Information

- Full name
- Pseudonym / Nickname
- Date of birth
- Gender

B. Contact Information

- Email address
- Phone number
- Postal address

C. Account Information

- Login and password
- Profile photo
- Privacy settings

D. Financial Information (for payments)

- Payment card details (number, CVV, expiration date)
- Payment history
- IP address during payments

- E. Sensitive Personal Data (with consent only)

- Important: We process sensitive data only with your separate consent, in accordance with Article 9 of the GDPR and the CCPA/CPRA.
- Sexual orientation
- Ethnic origin
- Religious or philosophical beliefs

F. Technical Data

- IP address
- Geolocation data (with consent)
- Cookies
- Device identifiers

All personal information you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information. Any passwords for logging into our Site are subject to encryption and are neither sold nor transferred to third parties. All categories of your data are collected and not disclosed.

2. HOW WE PROCESS YOUR INFORMATION

In Short: We process your information to provide, improve, and administer our Site, communicate with you, for security and fraud prevention, and to comply with legal requirements. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Site. The processing of your information includes:

Collection - We obtain your data during registration, profile creation, or use of the Web Service. We also collect your information to send you administrative details regarding our Site, including changes to its terms, policy updates, and other similar information.

Storage - We securely retain your data in our databases using cybersecurity measures. This allows us to provide and facilitate the provision of services to you. We may store your information if you choose to use any of our offerings that allow you to communicate with other users.

Analysis and Profiling - We process data for matchmaking and content personalization. These actions are aimed at facilitating the creation and authentication of your account and other user account management. We may process your information to enable you to create and log into an account, as well as to keep it operational.

Transfer - In cases provided for by this Policy, we may transfer data to our contractors, partners (e.g., payment systems), or law enforcement agencies (upon request in case of fraud detection). This is necessary to protect our services. We may process your information as part of our efforts to ensure the security and safety of our Services, including monitoring and preventing fraud.

Deletion and Anonymization - We delete or anonymize data after the retention period has expired or when your use of the Services is terminated.

3. WHAT LEGAL BASES DO WE RELY ON TO PROCESS YOUR INFORMATION?

1. In Short: The legal bases for data processing (GDPR, CCPA).

2. According to Article 6 of the GDPR, we process your personal data on the following legal bases:
3. Consent (Art. 6(1)(a) GDPR, CCPA §1798.120) – for notifications and mailing lists.
4. Performance of a contract (Art. 6(1)(b) GDPR) – for providing the Services. Examples of personal data processing based on the performance of a contract include:
 - Performance of a contract (Art. 6(1)(b) GDPR)
 - Account Registration: Processing of email and password to create an account.
 - User Identification: Retaining your name, age, and gender to identify you within the system.
 - Profile Creation: Using information about your hobbies, preferences, and photos to create your user profile, which is part of the Services provided.
 - Matchmaking: Processing your profile data and interests to provide algorithmic matching of suitable profiles.
 - User Communication: Using email and chat messages to facilitate communication between users via the Site's internal system.
 - Paid Features: If paid services are available, the processing of payment data (card number, payment history) is necessary for the performance of the contract with the user.
 - Moderation and Security: Using your IP address and activity data to monitor for violations of service rules and ensure a safe environment for users.
 - Account Recovery: Processing your contact information for password recovery or to assist with login issues.
 - Legal Obligation (Art. 6(1)(c) GDPR). This refers to data processing that the Site is legally required to perform, for example, for tax purposes, in response to government requests, or for age verification.
 - Legitimate Interest (Art. 6(1)(f) GDPR, CCPA §1798.125). This includes ensuring security and combating fraud (e.g., temporarily blocking accounts upon suspicious login attempts to prevent unauthorized access). Legitimate interest allows the Web Service to protect its platform, its users, and its business interests (e.g., to fight fraud, enhance security, and personalize offers).

We process your personal information only when we consider it necessary and have a valid legal basis to do so in accordance with applicable law, for example, with your **consent**, to **comply with laws**, to **provide services** to you, to **enter into or perform our contractual obligations**, to **protect your rights**, or to **fulfill our legitimate business interests**. If you choose to subscribe to our mailing list, we will send you emails with information about us, our updates, and we may also send you surveys to get your feedback on the Site's performance. We rely on the consent you provide to us to send you information about our updates and surveys. Furthermore, we may personalize these communications based on the information we have about you to make them more relevant and useful.

If you are in Canada, this section applies to you.

We may process your information if you have given us separate permission (**explicit consent**) to use your personal information for a specific purpose, or in situations where your permission can be inferred (**implied consent**). You may withdraw your consent at any time.

In certain exceptional circumstances, we may be permitted under applicable law to process your information without your consent, including, for example:

1. If the collection is clearly in the interest of the individual and consent cannot be obtained in a timely manner.
2. For investigations, fraud detection, and fraud prevention.
3. For business transactions, provided certain conditions are met.
4. If it is contained in a witness statement and the collection is necessary for the purposes of assessing, processing, or settling an insurance claim.
5. To identify injured, ill, or deceased individuals and to communicate with their next of kin.
6. If we have reasonable grounds to believe that an individual has been, is, or may be a victim of financial abuse.
7. If it is reasonable to expect that the collection and use with consent would compromise the availability or accuracy of the information, and the collection is reasonable for the purposes of investigating a breach of an agreement or a contravention of the laws of Canada or a province.
8. If the disclosure is necessary to comply with a subpoena, warrant, court order, or rules of court relating to the production of records.
9. If the information was created by an individual in the course of their employment, business, or profession, and the collection is consistent with the purposes for which the information was created.
10. If the collection of the information is for journalistic, artistic, or literary purposes only.
11. If the information is publicly available and specified in the regulations.

4. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

We do not transfer your personal information to third parties. All information is encrypted and cannot be used outside of our Site without your explicit consent or a valid legal basis for the transfer. Your email address, phone number, and password are encrypted, and all data you enter on the Site is stored in our database. Upon deletion of your account from our Site, all data you have entered is subject to automatic deletion.

However, the transfer of information to third parties or government authorities may oblige us to transfer your information if there is a legal basis for it. This means that we may transfer personal data to third parties or government authorities exclusively on the basis of applicable law, including:

- **Based on the performance of a contract (Art. 6(1)(b) GDPR):** Transferring data to payment services, authentication partners, and other services necessary to provide our Services.
- **Based on a legal obligation (Art. 6(1)(c) GDPR, CCPA §1798.145(a)):** Transferring data to law enforcement agencies, government bodies, or courts in accordance with legal requirements.
- **In the presence of a legitimate interest (Art. 6(1)(f) GDPR, CCPA §1798.110(c)):** The possibility of transferring data to protect the Web Service, prevent fraud, or ensure user security.
- **With user consent (Art. 6(1)(a) GDPR, CCPA §1798.120):** Transferring data to marketing partners, social networks, or other services based on voluntary agreement.
- **To protect vital interests (Art. 6(1)(d) GDPR):** Transferring information to emergency services in case of a threat to a user's life or health.

Important: Any transfer is limited to the necessary information only and is carried out in accordance with Data Processing Agreements (DPA).

Additionally, there are specific circumstances under which information can be transferred without user consent, as per PIPEDA, CCPA, and GDPR:

- For journalistic, artistic, or academic purposes, provided that the personal data is anonymized.
- In the event of a company sale or merger, which involves the transfer of personal data to the new business owner.
- If the data is already publicly available (for example, information in a user's public profile).

5. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: We may use cookies and other tracking technologies to collect and store your information.

We may use cookies and other tracking technologies to improve the Site's functionality, personalize offers, ensure security, and gather analytical data about the use of our Services.

We use the following categories of cookies:

Necessary Cookies: Required for the correct operation of the Site (authentication, security, navigation).

Functional Cookies: Remember your settings (e.g., language selection).

Analytical Cookies: Help us analyze user behavior to improve the service.

Advertising Cookies: Used to display personalized ads (with consent only).

How to Manage Cookies

You can change your cookie settings in your browser. Most browsers allow you to disable or delete cookies in your security settings. Please note that disabling some cookies may affect the functionality of the Web Service.

Third-Party Cookies

Some cookies may belong to third parties, such as analytical services (Google Analytics) or advertising networks. We do not control these cookies, so we recommend you review the privacy policies of the respective services.

Consent to Cookie Use

Upon your first visit to the Site, you will be prompted to accept or customize your cookie settings. You can change your choice at any time in the privacy settings section.

Specific information about how we use these technologies and how you can opt out of certain cookies is outlined in our Cookie Policy: https://soul-date.net/cookies_policy.pdf

6. HOW WE HANDLE YOUR ACCOUNT LOGINS

In Short: If you choose to register or log in to our Services using a social media account, we may gain access to certain information about you.

Our Services offer you the option to register and log in using your third-party social media account details (such as your Facebook or X logins). If you choose to do so, we will receive certain profile information about you from your social media provider. The profile information we receive may vary depending on the social media provider in question but often includes your name, email address, friends list, and profile picture, as well as any other information you choose to make public on such a social media platform.

We will use the information we receive only for the purposes described in this Privacy Policy. Please note that we do not control and are not responsible for other uses of your personal information by your third-party social media provider. We encourage you to review their privacy policy to understand how they collect, use, and share your personal information and how you can set your privacy preferences on their sites and applications.

7. IS YOUR INFORMATION TRANSFERRED INTERNATIONALLY?

In Short: We may transfer, store, and process your information in countries other than your own.

If you are accessing our Services, be aware that your information may be transferred to, stored, and processed by us at our facilities (servers) and by third parties with whom we may share your information (see "WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?" above) in other countries.

We may transfer your personal data outside of your country of residence, including to countries that may not have the same data protection laws as your jurisdiction. We ensure that all data transfers are conducted in accordance with applicable privacy laws, including **GDPR**, **CCPA**, and **PIPEDA**.

Legal Mechanisms for Data Transfer

To ensure an adequate level of protection when transferring data internationally, we utilize the following mechanisms:

- **Standard Contractual Clauses (SCCs)**, as approved by the European Commission.
- **A Data Processing Agreement (DPA)** between us and third-party processors (e.g., payment systems, if the user chooses to use paid services).
- **Adequacy Decisions**, if a recipient country has been recognized by the EU as providing an adequate level of data protection.
- **User Consent**, if the data transfer is for specific categories of personal information.

Transfer of Data to Third Parties Abroad

We may transfer personal data to the following categories of international companies and services:

- **Payment systems** for processing transactions.
- **Cloud services and servers** (e.g., Google Cloud) for data storage and processing.
- **Analytics and marketing platforms** (e.g., Google Analytics).

- **Support and moderation services**, if they are located outside of your country.

You have the right to know precisely where your personal data is transferred and what security measures we have implemented. If you would like to receive additional information about international data transfers, please contact us using the information provided in this Privacy Policy.

8. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We retain your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy unless otherwise required by law.

We take measures to securely store personal data in accordance with Article 32 of the GDPR, such as: ensuring the confidentiality, integrity, anonymization, and encryption of data; maintaining the availability and stability of processing services; and ensuring the timely restoration of data access and the verification of the effectiveness of protective measures.

We will keep your personal information only for as long as you maintain an account with us, up until the point it is deleted from our Site. This is necessary for the purposes outlined in this Privacy Policy, except when a longer retention period is required or permitted by law. For instance, please note that financial records and transactions are retained for up to seven years in accordance with tax and financial legislation (PIPEDA Principle 4.5.3). No purpose of this Policy requires us to keep your personal information for longer than the period during which users have an account with us.

Some data, such as personal information or content you create or upload (like photos), can be deleted by you at any time. You can also delete activity data saved in your account or choose to have it automatically deleted after a set period. We will keep this data in your account until you delete it. Other data is deleted after a specified period (up to two weeks from the date of your account deletion).

If you choose to delete your account, we will delete your personal data, with the exception of any data required for legal, financial, or security purposes. You have the right to request the deletion of your data at any time in accordance with Article 17 of the GDPR, CCPA §1798.105, and PIPEDA Principle 4.5.3.

9. HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We are committed to protecting your personal information through a system of organizational and technical security measures.

We have implemented appropriate and reasonable technical and organizational security measures designed to protect any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure. Therefore, we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, the transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

We implement, including but not limited to, the following organizational measures:

- Regular training sessions and checks on employee awareness levels.
- An automated system for real-time monitoring of breaches and vulnerabilities.

We have implemented, including but not limited to, the following technical measures:

- Measures to ensure the protection of personal data against accidental destruction or loss (physical/logical), including backup procedures, uninterruptible power supplies, remote storage, antivirus/firewall systems, and a disaster recovery plan.
- Measures aimed at the separate processing of personal data collected for different purposes, including the segregation of databases, usage limitations, and the separation of functions (production/testing).
- Measures to prevent the use of data processing systems by unauthorized third parties, including user identification and authentication procedures, procedures for protecting identifiers/passwords, and the encryption of archival data media.
- Measures to prevent unauthorized access to data processing systems located in premises and facilities (including databases, application servers, and corresponding hardware) where personal data is processed. These measures include creating security zones, restricting access routes, establishing access authorization for employees and third parties, and implementing door locks (e.g., electric door closers).

10. DO WE COLLECT INFORMATION FROM MINORS?

In Short: We do not knowingly collect, solicit, or sell data from individuals under 21 years of age.

We do not knowingly collect, solicit, or sell data from individuals under 21 years of age, nor do we knowingly sell such personal information. By using the Services, you confirm that you are at least 21 years of age. If we learn that we have collected personal information from a user under 21 years of age, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from individuals under 21 years of age, please contact us at support@soul-date.net.

11. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: Depending on your state of residence in the US or in certain regions like the European Economic Area (EEA), the United Kingdom (UK), Switzerland, and Canada, you have rights that provide you with greater access to and control over your personal information. You may review, change, or terminate your account at any time, regardless of your country, province, or state of residence.

In some regions (e.g., the EEA, UK, Switzerland, and Canada), you have certain rights under applicable data protection laws. These may include the right to (i) request access to and obtain a copy of your personal information, (ii) request rectification or erasure; (iii) to restrict the processing of your personal information; (iv) where applicable, to data portability; and (v) to object to the automated processing of your information. In certain circumstances, you may also have the right to object to the processing of your personal information. You may make such a request by contacting us using the contact information provided in the section "HOW CAN YOU CONTACT US ABOUT THIS POLICY?" below.

We will consider and act upon any request in accordance with applicable data protection laws.

If you are in the EEA or UK and believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection authority or the UK data protection authority.

If you are in Switzerland, you may contact the Federal Data Protection and Information Commissioner.

Withdrawing Your Consent. If we are relying on your consent to process your personal information, which may be explicit and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us using the contact information provided in the section "HOW CAN YOU CONTACT US ABOUT THIS POLICY?" below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal, nor will it affect, where applicable law allows, the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Account Information

If at any time you wish to review or change the information in your account or terminate your account, you can:

Log into your account settings and update your information.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms, and/or comply with applicable legal requirements.

Cookies and Similar Technologies

Most web browsers are set to accept cookies by default. If you prefer, you can typically set your browser to remove and reject cookies. If you choose to delete or reject cookies, this may affect certain features or services of our Site. For more information, please review our Cookie Policy:

https://soul-date.net/cookies_policy.pdf.

12. CONTROLS FOR DO-NOT-TRACK FEATURES

Some web browsers and mobile operating systems offer a "Do Not Track" (DNT) feature, which allows users to control the tracking of their activity on websites. This feature can be enabled in your browser settings.

How We Respond to DNT Requests

Currently, our Web Service does not alter its data collection mechanisms in response to DNT browser signals, as there is no single, unified standard that defines how companies should react to such requests. However, we do provide other privacy control tools, including the ability to disable cookies and adjust ad preferences.

How You Can Manage Your Privacy Settings

Even if the DNT feature is not supported on our site, you can manage your privacy settings in the following ways:

- Disabling cookies in your browser settings.
- Using private browsing mode (incognito).

- Opting out of targeted advertising through Google, Facebook, and other ad settings.
- Submitting a request to restrict the processing of your data under the GDPR, CCPA, or PIPEDA.

If you have any questions about your privacy settings, you can contact us using the information provided in this document.

13. DO UNITED STATES RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

In Short: If you reside in California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Tennessee, Texas, Utah, or Virginia, you may have the right to request access to and receive information about the personal information we hold about you and how we have processed it, correct inaccuracies, obtain a copy, or delete your personal information. You may also have the right to withdraw your consent to the processing of your personal information. Under certain circumstances, these rights may be limited by applicable law. More information is provided below.

Categories of Personal Information we collect:

We may collect the following categories of personal information:

Category	Examples	Collected (Yes/No)
A. Ідентифікатори	Contact details such as real name, pseudonym, postal address, phone number, Internet Protocol (IP) address, email address, and account name.	Yes. We collect this data to: - Verify the user during the authorization process. - Provide you with necessary information and updates. - Ensure general customer support. For these purposes, we may contact you by email and/or phone. - Facilitate communication. - Upon account deletion, this data is erased.го запису дані видаляються.
B. Personal Information as Defined in the California Customer Records Statute	Education, employment, employment history, and financial information	No
C. Protected Classification Characteristics Under State or Federal Law	Gender, age, date of birth, race and ethnic origin, national origin, marital status, and other demographic data.	Only gender and age are collected. This data is deleted upon account deletion.

D. Commercial Information	Transactional information, purchase history, financial details, and payment information on Site	Yes
E. Biometric Information	Fingerprints and voice	No
F. Internet or other similar network activity	Web browsing history, search history, online behavior, interest data, and interactions with our and other websites, applications, systems, and advertisements.	Yes. The data is deleted upon account deletion.
G. Geolocation Data	Device Location	We may collect this with user consent.
H. Audio, electronic, sensory, or similar information	Images and audio, video, or call recordings created in connection with our business activities.	Photos only. The data is deleted upon account deletion.
I. Professional or employment-related information	Business contact information to provide you with our business-level Services, or job title, work history, and professional qualifications if you apply for a job with us.	No
J. Education Information	Student records and directory information	No
K. Inferences drawn from other personal information	Inferences drawn from any of the personal information listed above to create a profile or summary about, for example, an individual's preferences and characteristics.	Yes, we collect data on hobbies, pseudonyms, and names. All of this data is deleted upon account deletion or deactivation.
L. Confidential personal information	Account login information	Yes. This information is necessary for the creation of a Customer's personal account and for the verification of the Customer during the authorization process. This data is destroyed upon account deletion or deactivation.

We collect personal information only in accordance with applicable privacy laws, for purposes permitted by law, or with your consent. Sensitive personal information may be used or disclosed to a service provider or contractor for additional purposes. You may have the right to limit the use or disclosure of your sensitive personal information.

We may also collect other personal information outside of these categories in situations where you interact with us in person, online, by phone, or by mail in the context of:

- Receiving assistance through our customer support channels;
- Participating in customer surveys or contests;
- Facilitating the provision of our Services and responding to your inquiries.

We will use and retain the personal information collected as necessary to provide the Services or for as long as the user has an account with us.

Sources of Personal Information

Learn more about the sources of the personal information we collect in the section **"WHAT INFORMATION DO WE COLLECT?"**

How We Use and Share Personal Information

Learn more about how we use your personal information in the section **"HOW WE PROCESS YOUR INFORMATION?"**

Will Your Information Be Disclosed to Others?

We may disclose your personal information to our service providers pursuant to a written agreement between us and each service provider. For more information on how we disclose personal information, please see the section **"WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?"**

We may use your personal information for our own business purposes, such as conducting internal research for technological development and demonstration. This is not considered a "sale" of your personal information.

For the past twelve (12) months, we have not disclosed, sold, or transferred any personal information to third parties for a business or commercial purpose. In the future, we will not sell or disclose the personal information of website visitors, users, and other consumers.

Your Rights

You have rights under certain US state data privacy laws. However, these rights are not absolute, and in some cases, we may decline your request as permitted by law. These rights include:

- The right to know whether we are processing your personal data.
- The right to access your personal data.
- The right to correct inaccuracies in your personal data.
- The right to request the deletion of your personal data.
- The right to obtain a copy of the personal data you have previously provided to us.
- The right to non-discrimination for exercising your rights.
- The right to opt out of the processing of your personal data if it is used for targeted advertising (or sharing, as defined by California privacy law), the sale of personal data,

or profiling to facilitate decisions that produce legal or similarly significant effects ("profiling").

Depending on your state of residence, you may also have the following rights:

- The right to access the categories of personal data being processed (as permitted by applicable law, including Minnesota privacy law).
- The right to obtain a list of the categories of third parties to whom we have disclosed personal data (as permitted by applicable law, including California and Delaware privacy law).
- The right to obtain a list of specific third parties to whom we have disclosed personal data (as permitted by applicable law, including Minnesota and Oregon privacy law).
- The right to review, understand, question, and correct how personal data has been profiled (as permitted by applicable law, including Minnesota privacy law).
- The right to limit the use and disclosure of sensitive personal data (as permitted by applicable law, including California privacy law).
- The right to opt out of the collection of sensitive data and personal data collected through a voice or facial recognition feature (as permitted by applicable law, including Florida privacy law).

How to Exercise Your Rights

To exercise these rights, you can contact us by writing to us at this email address support@soul-date.net.

In accordance with some U.S. data privacy laws, you may designate an authorized agent to submit a request on your behalf. We may deny a request from an authorized agent who does not provide proof that they have been properly authorized to act on your behalf in accordance with applicable law.

Verification of Request

Upon receiving your request, we will need to verify your identity to determine that you are the same person about whom we have information in our system. We will use the personal information provided in your request solely for the purpose of verifying your identity or authority to make the request. However, if we cannot verify your identity based on the information we already maintain, we may ask you to provide additional information for the purpose of verifying your identity and for security or fraud-prevention purposes.

If you submit a request through an authorized agent, we may need to collect additional information to verify your identity before processing your request, and the agent will be required to provide a written and signed authorization from you to submit such a request on your behalf.

Appeals

In accordance with some U.S. data privacy laws, if we decline to take action on your request, you may appeal our decision, including a written explanation of the reasons for the decisions. If your appeal is denied, you may file a complaint with the state's attorney general.

California "Shine the Light" Law

California Civil Code Section 1798.83, also known as the "Shine the Light" law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about the categories of personal information (if any) we disclosed to third parties for direct marketing purposes, as well as the names and addresses of all third parties with whom we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided in the section **"HOW CAN YOU CONTACT US ABOUT THIS POLICY?"**

14. DO WE MAKE UPDATES TO THIS POLICY?

In Short: Yes, we will update this Policy as necessary to remain compliant with relevant laws.

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Revised" date at the top of this Privacy Policy. If we make material changes to this Privacy Policy, we may notify you by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this Privacy Policy frequently to be informed about how we are protecting your information.

15. QUESTIONS REGARDING THE PROVISIONS OF THE ADOPTED POLICY AND MEASURES FOR ITS COMPLIANCE.

The Site is committed to protecting the integrity of your personal data. Should you have any questions or concerns regarding our processing of your personal data, please contact the individual responsible for data processing at: support@soul-date.net.

You may also use this address to report any concerns related to our compliance with the Privacy Statement. If you are not satisfied with the response you receive, you can escalate your concern by sending an email to support@soul-date.net. We will confirm receipt of your email within 14 days and will take measures to resolve the issue you have raised within one month from the date of receipt. In the event that the issue is complex or we are simultaneously addressing multiple issues, we will inform you that more than one month will be required to resolve your concern. We will, however, make every effort to resolve it within three months from your initial notification.

We may either accept your request for consideration (and in this case, apply one of the measures mentioned in the "Your Rights" section above) or lawfully decline to consider it.

In any case, you always have the right to file a complaint with the regulatory authority responsible for personal data protection in your jurisdiction.

16. USER CONSENT TO RECEIVING NOTIFICATIONS

We will send you email notifications related to your account activity, including likes received, new messages, connection requests, and other actions by other users on the Site. These notifications are an integral part of our service functionality.

How You Can Manage Notifications

You have the right to control which notifications you receive from us. You can:

- Change notification settings within your account.
- Opt out of specific types of notifications via email settings.
- Opt out of all notifications except for critically important ones (e.g., password change notifications).

How to Withdraw Consent to Receive Notifications

You may withdraw your consent to receive notifications at any time by changing the settings in your profile or by contacting us using the contact information provided in this Privacy Policy.

17. HOW CAN YOU REVIEW, UPDATE OR DELETE THE DATA WE COLLECT FROM YOU?

You have the right to request access to the personal information we collect from you, details about how we have processed it, to correct inaccuracies, or to have your personal information deleted. You may also have the right to withdraw your consent to the processing of your personal information. Under certain circumstances, these rights may be limited by applicable law.

To submit a request to review, update, or delete your personal information, please visit: soul-date.net or email: support@soul-date.net.