

PRIVACY POLICY

This Privacy Policy explains how The Neluns Company, LLC (“The Neluns”, “Neluns”, “Our Company“, Us” or “We”) uses personal and other types of information we collect from our clients (“you”) when you visit our website Neluns.io (“The Site”, “Our Site”). This policy does not apply to the practices of companies not owned or controlled by The Neluns Company or to people whom The Neluns Company does not employ or manage. If you do not agree with our practices, please do not use our Site.

Collection, use, processing and disclosure of your information

We collect personal information from customers for identity verification purposes under anti-money laundering and fraud prevention laws. We will use and disclose this personal information as necessary to comply with the law or to confirm your identity and the use of integrated identity verification service. When you visit our website, even without creating an Account with us, we will collect the following information which is sent to us by your computer, mobile device, phone, or any other device. The information collected includes: your IP address, mobile network information, standard web information and device information. This information is collected for as well as to monitor usage, data trend analysis, activity, and to personalize our Site accordingly. The information collected may also be supplied to third parties with aggregated and anonymous statistical information about user activity and analysis. When you access the Site or use our products or services, we may place cookies on your computer or device. This technology is used to recognize you as a user of Neluns services and to further assist with monitoring usage of Our Site.

The personal information that is processed by us

The type of personal information which we might collect from customers includes your name, current and previous addresses, date of birth, telephone number, drivers license number, passport number and any other information that may be relevant to serve the purpose of fully verifying your identity. We require our third-party providers and corporate customers to comply with all relevant privacy and data protection laws (including, where necessary, obtaining the appropriate express or implied consent from you at the time your personal information is collected) in order for such information to be lawfully used for identity verification and related purposes. We do not collect, use or disclose any sensitive information about any person. This includes a person’s racial or ethnic origin, political opinion, political association, religious belief or affiliation, philosophical belief, professional or trade union or association, sexual preference, criminal record or health information.

Use of cookies and Log Files

The Neluns uses cookies or other similar technologies for the purpose of enhancing user experience while using the Site.

We use the following cookies:

- Strictly necessary cookies: Cookies that are required for the full and proper functionality of the Site;
- Analytical or Performance cookies: Cookies that allow us to recognize and count the number of users that are using our Site and how they move around while they are using it. This information is used to aid us with providing better ways to improve the Site. We use a variety of analytic tools to help us analyze how users engage our website which compiles reports that help identify ways to improve the Site. The reports that are disclosed only indicate trends, and do not provide individual details of our visitors. If you feel the need to do so, you may opt out of our analytics at any time;
- Authentication cookies: Cookies used for user authentication, confirming identity and proper access to Site information;
- Functionality cookies: Used to recognize you when returning to the Site.

The Neluns uses the log files to collect your IP - addresses, type of browser, Internet Service Provider, date and time stamp, referring/exit pages, and number of clicks to analyze your activity on the Site, collect geographic and demographic information, and evaluate content of Our Site. Information collected from log files is not personally identifiable. The Neluns is not obligated to use log files and may do it at its own discretion. If you wish, you may control the use of cookies from your browser by manually deactivating this feature via your browser settings. Blocking or disabling some cookies may result in the failure of Site functions. The Neluns is not obligated to place cookies on your computer and may do it at its own discretion.

We take all reasonable steps (including the employment of appropriate security systems and procedures) to ensure all data held by us is safe and secure. Such security measures include but not limited to physical protection and electronic encryption to prevent any unauthorized access, authentication cookies, and multilayered Site access protocol.

Quality

We take all reasonable steps to ensure that any personal information that we collect and use is accurate, complete and up-to-date. We may, under our discretion or required by law, require updates of your personal information periodically, this includes but not limited to your phone, address, email, passport, drivers license, and other relevant verification documents. The Neluns will insure sufficient time is provided for you to supply the information, however you understand and accept that depending on circumstances, we may request it with little allotted timeframe. In either case, we are not liable or held accountable for your availability to provide these information, nor are we liable for any loss you may incur.

Access and correction

You have a right to access your personal information, subject to some exceptions allowed by law. If you wish to access your personal information, you should contact us via the Neluns Support email: support@neluns.io. We reserve the right to charge a fee for searching for and providing access to your information.

Destruction

Where we determine, acting reasonably, that personal information held in respect of an individual is no longer needed for our functions or the services we provide, we will permanently destroy or de-identify that information.

Amendments to the policy

We may from time to time vary this Privacy Policy. Please check our website regularly for an up-to-date version of our Privacy Policy.

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