

NODEOPS PRIVACY POLICY

Last Updated Date: February 11, 2025

Welcome to NodeOps Solution Limited (“**NodeOps**”). This Privacy Policy (“**Policy**”) governs your (“you”, “your”, “user”) use of the Platform, located at [Website](#) (“**Website**”), and any associated services provided by NodeOps (“NodeOps”, “we,” “us,” or “our”). This Agreement constitutes a binding and enforceable legal contract between NodeOps, its affiliates, and subsidiaries worldwide, and You, an end-user of the Platform. You and NodeOps are referred to separately as “Party” and collectively as “Parties”.

The terms of this Policy are applicable to you for accessing our various services as detailed in our 'Terms and Conditions' document that can be accessed through the Platform and is available at [link](#).

You hereby agree and confirm that by availing of the Services on the Platform, you have explicitly consented to the terms of this Privacy Policy and / or the Terms and Conditions.

Any changes to or modifications of this Policy will be in effect as of the “*Last Updated Date*” referred to at the top of this page. You should review this Policy before using any Services. You agree and understand that by using the Services after the “*Last Updated Date*” you accept and agree to the revised terms.

The capitalized terms not defined in this Privacy Policy shall have the meanings defined in Terms and Conditions.

1. INTRODUCTION

NodeOps is a decentralized infrastructure marketplace dedicated to enhancing the web3 ecosystem by streamlining the deployment, management, and orchestration of blockchain nodes. Built for web3 protocols, developers, and individual users, NodeOps provides a robust and user-friendly platform that simplifies complex node infrastructure operations. Our mission is to enable a truly decentralized web3 by making node management accessible and efficient.

2. PERSONAL INFORMATION WE COLLECT

We collect and automatically process personal information subject to the use limitations outlined in section 3.

The categories of personal information we collect depend on how you interact with us, our Services and the requirements of applicable law. We collect information that you provide to us and information we obtain automatically when you use our Services, as described below:

- a. Information you provide to us directly. We may collect the following personal information that you provide to us.
- Account and Profile Information. To use certain Services, you must create an account or profile, providing personal information like your name, email address, password or other information necessary, to enable access and maintain your account.
 - Financial Information. If you purchase our Services, you will need to provide payment information. We will use that information solely for the purpose of fulfilling your purchase request.
 - Wallet and Transaction Information. In order to engage in transactions on the Services, you may need to provide us or our third-party payment processors with access to or information about your digital wallet. We will never ask you for or collect your private keys.
 - Social Network Information. When you log into our Platform with a social network account, you may have the option of sharing information, such as the username you use on that network and your friends list or other information that you or the third-party social network choose to share with us. By doing so, you understand that the use of shared information will be governed by the social media provider's privacy policy and this Policy.
- b. Your Use of the Platform and other Services. In order to provide you with Services, we need to collect, store and use various information about your activity on our Platform.
- Correspondence data. We may collect any communications and/or information you provide directly to us via email, social media or another channel. This includes metadata associated with the communication. Your interactions are governed by the privacy policy of the company providing it.
 - Other Transactions. We may collect personal information and details associated with your activities on our Services, including to deliver you your rewards associated with your use of the Services.
 - Surveys. We may contact you to participate in surveys. If you decide to participate, you may be asked to provide certain information which may include personal information.
 - Job Applications. We may post job openings and opportunities on our Platform. If you reply to one of these postings by submitting your application, CV and/or cover letter to us, we will collect and use this information to assess your qualifications.
- c. Information collected automatically. We may collect personal information automatically when you use our Services:
- Automatic Data Collection. We may collect certain information automatically when you use our Services, such as your Internet protocol (IP) address, user settings, MAC address, cookie identifiers, mobile carrier, mobile advertising and other unique identifiers, browser or device information, location information (including approximate location derived from IP address), internet service provider, and metadata about the content you provide. We may also automatically collect information regarding your use of our Services, such as

pages that you visit before, during and after using our Services, information about the links you click, the types of content you interact with, the frequency and duration of your activities, and other information about how you use our Services.

- Cookies. We use Cookies, which are text files placed on your computer, and similar technologies (e.g. web beacons, pixels, ad tags and device identifiers) to help us analyse how users use our Services, as well as to improve the Services we are offering, to improve marketing, analytics or website functionality. Although most web browsers automatically accept cookies, the decision of whether to accept or not is yours. You may adjust your browser settings to prevent the reception of cookies, or to provide notification whenever a cookie is sent to you.

3. HOW WE USE YOUR INFORMATION

We use your personal information only for the purposes for which it is collected.

a. Provide our Services

- Managing your information and accounts;
- Providing access to certain areas, functionalities, and features of our Services;
- Answering requests for customer or technical support;
- Communicating with you about your activities on our Services, terms of service and policy changes;
- Processing information about your wallet to facilitate transfers via the Services;

b. Administrative purpose

- Improving the efficiency of our Services
- Identifying usage trends
- Determining the effectiveness of our promotional campaigns
- Develop new products and Services
- Conducting research and surveys
- Developing, enhancing, improving, repairing, maintaining or modifying the Services
- Pursuing our legitimate interests such as direct marketing, research and development (including marketing research), network and information security, and fraud prevention;
- Ensuring internal quality control and safety;
- Debugging to identify and repair errors with our Services;
- Auditing relating to interactions, transfers and other compliance activities;
- Sharing information with third parties as needed to provide the Services;
- Enforcing our agreements and policies;
- Other uses as required to comply with our legal obligations.

c. Marketing and Advertising our Services

- We may use personal information to tailor and provide you with content and advertisements. We may provide you with these materials as permitted by applicable law.

Some of the ways we may market to you include email campaigns, custom audiences advertising, and “interest-based” or “personalized advertising,” including through cross-device tracking. If you have any questions about our marketing practices or if you would like to opt out of the use of your personal information for marketing purposes, you may contact us at any time as set forth in “Contact Us” below.

d. Security purpose

- We may use personal information for fraud and security purposes, such as monitoring to detect and prevent cyberattacks or identity theft attempts.
- Prevention of criminal activity or harm to users, such as illegal or harmful content being posted on our Platform and/or reward board.

e. Business transactions

- In connection with a reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings). You will be notified of any such business transaction and possible changes to the processing of your personal information in accordance with applicable law.

f. With your consent

- We may use personal information for other purposes that are clearly disclosed to you at the time you provide personal information or with your consent.

4. HOW WE DISCLOSE YOUR INFORMATION

We may share your personal information within the NodeOps group, with our Service Providers, and other third parties to provide the Services.

- a. Service Providers. We may share your personal information with our third-party service providers who use that information to help us provide our Services. This includes service providers that provide us with IT support, customer service, and related services.
- b. Business Partners. We may share your personal information with business partners to provide you with a product or service you have requested. We may also share your personal information to business partners with whom we jointly offer Services.
- c. Affiliates. We may share your personal information with members of our corporate family.
- d. Law Enforcement. For safety, security, and legal compliance, including:

- When we are required to disclose the information in response to legal process (e.g., if we receive a court order, search warrant, subpoena, or similar legal process);
- If we believe that the Service is being used in the commission of a crime, including to report such criminal activity or to exchange information with other companies and organizations for the purposes of fraud protection and credit risk reduction;
- To protect the vital interests of you, another person or the public, for example when there is a meaningful risk that poses a threat to the safety of you, another person or the public generally; and
- To protect the rights or property of NodeOps, including to enforce the Terms of Services that govern the use of the Services.

5. SECURITY

We use industry standard data security practices and may use third party services to secure your personal information.

We employ a variety of measures to safeguard the collection, transmission, and storage of the information we collect. These measures vary based on the sensitivity of the information that we collect, process, and store, and the current state of technology. All data is hosted on third-party servers of third-parties like Ovhcloud, Nodeshift, AWS, Hetzner, Google Cloud, etc. We employ industry standard data security practices to keep your personal information safe from cyber-attacks and threats. Please note that no system can be guaranteed to be 100% secure. Therefore, while we strive to employ reasonable protections for your information that are appropriate to its sensitivity, we cannot guarantee or warrant the security of the information you share with us, and we cannot be responsible for the theft, destruction, loss or inadvertent disclosure of your information. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Platform, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. We have internal policies to respond to personal information breaches and will notify you and applicable regulators as required by law.

If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the Contact Us section below.

6. INTERNATIONAL DATA TRANSFER

We may transfer your personal information outside the British Virgin Islands with appropriate safeguards.

Upon your consent, all information processed by us may be transferred, processed, and stored anywhere in the world, including, but not limited to, the United States or other countries, which may have data protection laws that are different from the laws where you live. We endeavour to safeguard your information consistent with the requirements of applicable laws.

7. RETENTION

We retain your personal information as per the applicable law or as per the requirement.
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We retain personal information for as long as is necessary or as permitted in light of the purpose(s) for which it was obtained and consistent with applicable law, for example, for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. The criteria to determine our retention periods include:

- a. The length of time we have an ongoing relationship with you and provide the Services to you (for example, for as long as you have an account with us or keep using the Services);
- b. Whether there is a legal obligation to which we are subject (for example, certain laws require us to keep records of your transactions for a certain period of time); or
- c. Whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).

Where a legal obligation arises or retention is advisable in light of our legal position, in some circumstances, we will retain certain personal information, even after your account has been deleted and/or we no longer provide the Services to you; for example:

- a. To cooperate with law enforcement or public, regulatory and government authorities: If we receive a preservation order or search warrant, related to your Services or account, we will preserve personal information subject to such order or warrant after you delete your Services or account.
- b. To comply with legal provisions on tax and accounting: We may retain your personal information, such as name, email address, account information, after you delete your account, as required by tax law and to comply with bookkeeping requirements. Please note the length of time may vary by country.
- c. For fraud and security purposes: We may retain your personal information for fraud or security purposes. In the event you have acted fraudulently through the use of the Services) we may retain Name and email details, account information, and IP address.

To pursue or defend a legal action: We may retain relevant personal information in the event of a legal claim or complaint, including regulatory investigations or legal proceedings about a claim related to your personal information, or if we reasonably believe there is a prospect of litigation (whether in respect of our relationship with you or otherwise) after the dispute has been settled or decided by a court or tribunal from which there is no further right of appeal. The criteria for determining the length of time we will retain this information include: a. whether there is a legal obligation to which we are subject (for example, if the settlement or decision requires us to keep the records for a certain period of time before we can delete them); or b. whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).

8. CHILDREN'S INFORMATION

We do not provide to children and do not intentionally collect personal information from children.
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The Services are not directed to children under 18 (or other age as required by local law), and we do not knowingly collect personal information from children. If you learn that your child has provided us with personal information without your consent, you may contact us as set forth in “Contact Us” below. If we learn that we have collected a child’s personal information in violation of applicable law, we will promptly take steps to delete such information.

9. THIRD PARTY WEBSITES/APPLICATIONS

You are responsible for reviewing third-party terms of use and privacy policies before interacting with them.

The Services may contain links to other websites/applications and other websites/applications may provide reference or link to our Services. These third-party services are not controlled by us. We encourage our users to read the terms of use and privacy policies of each website and application with which they interact. We do not endorse, screen or approve, and are not responsible for, the privacy practices or content of such other websites or applications. Providing personal information to third-party websites or applications is at your own risk.

10. PRIVACY RIGHTS

You are responsible for reviewing third-party terms of use and privacy policies before interacting with them.

Depending on the country or state in which you reside, you may have additional privacy rights. For more information on the applicable rights, please choose the appropriate location . Some of the common privacy rights are as follows:

- Right to Access - You have the right to request NodeOps to provide you with a copy of your personal data.
- Right to Rectification (Correction) - You have the right to request NodeOps to correct any information about you that you believe is incorrect. You also have the right to request to NodeOps to complete your information that you believe is incorrect.
- Right to Erasure (Deletion) - You have the right to request NodeOps to erase your personal information, under certain conditions.
- Right to Restrict Processing - You have the right to request NodeOps to restrict the processing of your personal information, under certain conditions.
- Right to Object to Processing - You have the right to object to NodeOps from processing your personal information, under certain conditions.
- Right to Data Portability - You have the right to request NodeOps to transfer your personal information to another organization, or directly to you, under certain conditions.

- Right to Lodge a Complaint - You may lodge a complaint with the respective data protection authority for your country or region where you have your habitual residence or place of work or where an alleged infringement of applicable data protection law occurs.

11. CONTACT US

If you have any questions about our privacy practices or this Privacy Policy, or to exercise your rights as detailed in this Privacy Policy, please contact us at:

NodeOps.

legal@nodeops.xyz