

Privacy Policy of ILMAZU GmbH (App) English

Version 1.0 – April 2024

About Us

This Privacy Policy explains how we process and protect your personal data when you use our application (the "App").

The App is operated by ILMAZU GmbH, Huislerstr. 3b, 81245 Munich (the "Company," "we," "our," or "us"). The Company is the controller for the data processing described below.

Unless otherwise defined in this Privacy Policy or in our General Terms and Conditions, the definitions used in this Privacy Policy have the same meanings as in the EU General Data Protection Regulation ("GDPR").

1. Personal Data We Collect

When you use our App, we may collect or receive personal data for a variety of purposes related to our business operations, depending on whether you use the App as an Artist or as a User. This includes the following:

- Contact information (e.g., first and last name, email address, phone number, address)
- Artistic content (e.g., videos, images, music, texts)
- In-app identifiers (e.g., screen name, account ID, and other user, account, and device-level IDs)
- Payment data (e.g., payment method, PayPal address, history)
- Diagnostic data (e.g., crash logs, startup time, energy consumption, and other information about the performance of the App)
- Calendar (e.g., information about events, event reminders, and participants stored in the user's calendar)

There is no obligation to provide your personal data. However, please note that our services cannot be provided if you do not provide the necessary data required for the performance of the contract between you and us.

2. How We Collect Personal Data

We collect information about our users when they use our App. Directly

- When users register in our App
- When users access, use, or otherwise interact with our App. Some of this data is collected automatically to technically provide the App
- When users correspond with us electronically
- When users submit their data to us Indirectly
- From public registers (e.g., commercial registers), public sources, news articles, and internet research

- From external service providers (see Chapter 5)

3. Legal Basis and Purposes of Data Processing

Our legal basis for collecting and using the personal data described in this Privacy Policy depends on the personal data we collect and the specific purposes for which we collect it. We process your personal data exclusively for the purposes mentioned. Any further use of your personal data, such as for advertising purposes, does not occur.

Contract: To fulfill our contractual obligations or take measures related to a contract with you. In particular:

- To provide our services
- To provide customer support
- To set up and manage your user account in our App and to verify your login credentials when you sign in
- Consent: We may rely on your voluntary consent provided at the time of providing your personal data. In particular:
 - To provide you with news, newsletters, and general information about the services we offer
- Legitimate interests: We may rely on legitimate interests based on our assessment that the processing is fair and reasonable and where your interests or fundamental rights and freedoms do not override. Specifically:
 - App functionality and security: To provide, maintain, and improve our App, as well as to detect, prevent, and address security threats.
 - To inform you about changes to our App and our privacy policy.
 - To develop new services.
- Necessity to comply with legal obligations: To fulfill legal obligations. In particular:
 - To comply with applicable regulations and laws.
 - For the legal enforcement of claims and rights.

3.1 Newsletter

We send newsletters and other notifications by email and through other communication channels and may also deliver them with the help of third parties. In principle, you must explicitly consent to receiving newsletters and other notifications from us unless otherwise permitted for other legal reasons. For emails, we use the "Double-Opt-In" procedure for consent, meaning you receive an email with a web link that you must click to confirm, ensuring no abuse by unauthorized third parties. We may log such consents, including Internet Protocol (IP) address, date, and time. Newsletters and other notifications may contain web links or tracking pixels that record whether a single newsletter or notification was opened and which web links were clicked (performance measurement). Such web links and tracking pixels record the usage of newsletters and other notifications. We use this statistical analysis of usage, including success and reach measurement, to effectively and user-friendly offer newsletters and other notifications based on the reading habits of recipients, as well as to make them permanently, securely, and reliably available.

4. Storage Periods

We retain personal data for as long as necessary for the purposes for which it was collected and in accordance with legal and regulatory requirements or contractual agreements.

5. External Service Providers

The Company may engage third-party companies ("Service Providers") to facilitate the operation of our App, assist in analyzing the usage of the App, or provide services related to the App and our offerings to you, such as payment and provision of IT infrastructure services. These third parties have access to the personal data of the user only to the extent necessary to fulfill these tasks on behalf of the Company.

Categories of service providers that may access your personal data:

- Owners and lessors of premises
- Insurers
- Supervisory authorities/tax authorities
- Professional advisors we engage, such as auditors and lawyers
- Government or regulatory authorities
- Third parties providing services such as document processing and translation services, companies that destroy and/or dispose of confidential paper, software providers or IT systems, IT support services, providers of document and information stores
- Third parties engaged in your matter, such as lawyers, mediators, banks and other payment service providers, courts, tax consultants, or valuation experts
- Payment service providers
- Third-party postal or courier services delivering documents related to a customer matter

6. Data Transfers to Third Countries

We may use service providers located partially in so-called third countries (outside the European Union or the European Economic Area) or processing personal data there, i.e., in countries whose level of data protection does not correspond to that of the EU. We protect your personal data in accordance with our contractual obligations and applicable data protection laws when transferring data abroad. Such protective measures may include:

- Transferring to countries for which an adequacy decision of the European Commission exists
- Application of standard contractual clauses, binding corporate rules, or other standard contractual obligations that ensure adequate data protection If a third-country transfer takes place and there is no adequacy decision or appropriate safeguards, it is possible and there is a risk that authorities in the third country (e.g., intelligence services) may gain access to the transferred data and that enforceability of data subjects' rights cannot be ensured.

7. Data Disclosure

We may disclose your personal data if we believe in good faith that such action is necessary to:

- Comply with a legal obligation (i.e., where this is legally required or in response to legitimate requests from authorities, such as a court or government authority)
- Protect the security of the App and defend our rights or property

- Prevent or investigate potential misconduct associated with us
- Defend against legal liability

8. Data Security

We implement appropriate technical and organizational security measures to protect your stored data against manipulation, loss, or unauthorized access by third parties. Our security measures are continually adapted in line with technological developments. We take internal data protection very seriously as well. Our employees and the service providers we engage are obligated to confidentiality and compliance with applicable data protection laws. Furthermore, they only have access to personal data to the extent necessary for the performance of their respective tasks or assignment. The security of your personal data is important to us, but please remember that no method of transmission over the Internet or electronic storage is 100% secure. Although we strive to protect your personal data by economically reasonable means, we cannot guarantee absolute security. We recommend using antivirus software, a firewall, and other similar software to protect your system.

9. Your Rights

You have the following data protection rights. To exercise these rights, you can contact us at the address above or via email at: impressum@ilmazu.com. Please note that we may ask you to verify your identity before responding to such requests.

- Right to information: You have the right to request a copy of your personal data, which we will provide to you in electronic form.
- Right to rectification: You have the right to request us to correct our records if you believe they contain inaccurate or incomplete information about you.
- Right to withdraw consent: If you have consented to the processing of your personal data, you have the right to withdraw this consent with effect for the future. This also applies if you wish to unsubscribe from marketing communications. Once we have received notification that you have withdrawn your consent, we will no longer process your data for the purpose(s) to which you originally consented, unless there is another legal basis for processing. To stop receiving emails from us, please click on the "Unsubscribe" link in the email you received or contact us at impressum@ilmazu.com.
- Right to erasure: You have the right to request us to delete your personal data if it is no longer necessary for the purposes for which it was collected or if it has been unlawfully processed.
- Right to restriction of processing: You have the right to request the restriction of the processing of your personal data if you believe that the data is inaccurate, the processing is unlawful, or we no longer need the data for the original purpose but cannot delete it due to a legal obligation or because you do not wish to do so.
- Right to data portability: You have the right to request that we transfer your personal data to another controller in a standard format such as Excel, provided that the data is data that you have provided to us and we process it on the legal basis of your consent or to fulfill our contractual obligations.
- Right to object to processing: If the legal basis for the processing of your personal data is our legitimate interest, you have the right to object to such processing for reasons arising from your particular situation. We will comply with your request

unless we have a compelling legal basis for processing that overrides your interests or we need to continue processing the personal data for the exercise or defense of legal claims.

- Right to lodge a complaint with a supervisory authority: You have the right to lodge a complaint with a data protection supervisory authority if you believe that the processing of your personal data violates data protection law. You can exercise this right, for example, with a supervisory authority in the Member State of your habitual residence, your place of work, or the place of the alleged infringement. You can find a list of the relevant authorities at: https://edpb.europa.eu/about-edpb/about-edpb/members_en.

10. Links to Third-Party Apps and Websites

Our App may contain links to websites or apps that are not operated by us. When you click on a third-party link, you will be directed to the website or app of that third party. We have no control over the content, privacy policies, or practices of third-party websites or services. We maintain online presences in social networks to communicate with customers and prospects, among other things, and to inform about our products and services. If you have an account on the same network, it is possible that your information and media made available there can be seen by us, for example, when we access your profile. In addition, the social network may allow us to contact you. Once we transfer personal data to our own systems, we are responsible for it independently. This is done for the purpose of pre-contractual measures and to fulfill a contract. Please refer to the social networks' privacy policies for the legal bases of data processing conducted independently by the social networks. Below is a list of social networks on which we maintain an online presence:

- Instagram: Privacy Policy
- LinkedIn: Privacy Policy
- TikTok: Privacy Policy

11. Changes to this Privacy Policy

We may update our Privacy Policy from time to time. Therefore, we recommend that you regularly review this Privacy Policy for changes. Changes to this privacy policy will take effect when published on this page.

12. Contact Us

If you have any questions about this Privacy Policy, please feel free to contact us: ILMAZU GmbH Huislerstr. 3b, 81245 Munich impresum@ilmazu.com.