

This Privacy Policy describes how EiSIM By: Social Fi Cellular Network (“we,” “us,” “our”) collects, uses, shares, and protects your personal information when you access or use our platform and services. By using our services, you consent to the practices described in this policy.

1. Information We Collect

We collect the following categories of information:

- **Account Information:** Name, email address, phone number, company name, and other details provided during registration or account setup.
- **Payment Information:** Billing details such as credit/debit card information, billing address, and transaction history. Payment credentials are processed and stored securely by third-party payment processors (such as Stripe) — we do not store full credit card numbers, CVV codes, or sensitive payment credentials on our servers.
- **Usage Data:** Information about how you interact with our platform, including pages visited, features used, click patterns, service activity, browser type and version, operating system, device information, IP address, and access timestamps.
- **Service Data:** Data generated through your use of our services, such as configurations, uploaded files, account settings, domain records, and service-specific information.
- **Communications:** Records of your interactions with our support team, including support tickets, emails, and chat messages.
- **Automatically Collected Data:** Information collected through cookies, web beacons, log files, and similar technologies as described in the Cookies section below.

2. Legal Basis for Processing (Where Applicable)

We process your personal information on the following legal bases:

- **Contractual Necessity:** Processing necessary to perform the services you have requested and to fulfill our contractual obligations to you.
- **Legitimate Interest:** Processing necessary for our legitimate business interests, such as improving our services, preventing fraud, and ensuring platform security, provided such interests are not overridden by your rights.
- **Consent:** Where you have given explicit consent for specific processing activities, such as receiving marketing communications.
- **Legal Obligation:** Processing necessary to comply with applicable legal requirements.

3. How We Use Your Information

4. Information Sharing & Third-Party Services

We do not sell your personal information to third parties. We may share your information with the following categories of recipients:

All third-party service providers are obligated to protect your data in accordance with their own privacy policies and applicable data protection laws.

5. International Data Transfers

Our platform operates from the United States. If you are accessing our services from outside the United States, your personal information may be transferred to, stored, and processed in the United States or other countries where our service providers operate. These countries may have data protection laws that differ from those in your jurisdiction. By using our services, you consent to the transfer of your information to the United States and other countries as described in this policy. Where required by applicable law, we will implement appropriate safeguards for cross-border data transfers.

6. Data Security

We implement industry-standard technical and organizational security measures to protect your personal information, including: encryption of data in transit (TLS/SSL) and at rest, secure authentication mechanisms, role-based access controls, regular security assessments, and monitoring for unauthorized access. However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your personal information, we

cannot guarantee its absolute security and accept no liability for any unauthorized access or data breaches that occur despite our reasonable security measures.

7. Data Retention

We retain your personal information for as long as your account is active or as needed to provide services to you. After account closure or service termination, we may retain certain information for the following purposes:

When personal information is no longer needed for any of the above purposes, we will securely delete or anonymize it.

8. Your Rights

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- **Right of Access:** Request a copy of the personal information we hold about you.
- **Right to Rectification:** Request correction of inaccurate or incomplete personal information.
- **Right to Erasure:** Request deletion of your personal data, subject to legal obligations and legitimate business needs.
- **Right to Restrict Processing:** Request that we limit the processing of your personal data under certain circumstances.
- **Right to Data Portability:** Request a copy of your data in a structured, commonly used, machine-readable format.
- **Right to Object:** Object to processing of your personal data for direct marketing or based on legitimate interests.
- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw your consent at any time without affecting the lawfulness of prior processing.
- **Right to Opt Out of Marketing:** Unsubscribe from marketing communications at any time using the unsubscribe link in emails or by contacting support.

To exercise any of these rights, please contact us through the support system on this platform. We will respond to your request within the timeframe required by applicable law.

9. California Privacy Rights (CCPA/CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA):

- The right to know what personal information is collected, used, shared, or sold.

- The right to delete personal information held by us and our service providers.
- The right to opt out of the sale or sharing of personal information. **We do not sell your personal information.**
- The right to non-discrimination for exercising your privacy rights.
- The right to correct inaccurate personal information.
- The right to limit use and disclosure of sensitive personal information.

To make a request, contact us through the support system. We may need to verify your identity before processing your request.

10. European Privacy Rights (GDPR)

If you are located in the European Economic Area (EEA), United Kingdom, or Switzerland, you have rights under the General Data Protection Regulation (GDPR) including all rights listed in Section 8 above. You also have the right to lodge a complaint with your local data protection authority if you believe we have not complied with applicable data protection laws. The data controller for your personal information is EiSIM By: Social Fi Cellular Network, contactable through the support system on this platform.

11. Cookies & Tracking Technologies

Our platform uses the following types of cookies and similar technologies:

Most web browsers allow you to control cookies through their settings. Disabling certain cookies may affect the functionality of our platform. By using our platform, you consent to the use of cookies as described here.

12. Do Not Track Signals

Our platform does not currently respond to “Do Not Track” (DNT) browser signals, as there is no universally accepted standard for how to interpret and respond to these signals. We will continue to monitor developments around DNT standards and update our practices accordingly.

13. Children’s Privacy

Our services are not intended for, directed at, or designed to attract individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have inadvertently collected personal information from a child under 18, we will take steps to promptly delete such information. If you believe a child has provided us with personal information, please contact us immediately.

14. Third-Party Links

Our platform may contain links to third-party websites, services, or applications that are not operated by us. We are not responsible for the privacy practices, content, or security of any third-party sites. We encourage you to review the privacy policies of any third-party services before providing them with your personal information.

15. Data Breach Notification

In the event of a data breach that affects your personal information, we will notify you and any applicable regulatory authorities as required by applicable law. Notification will be provided through the email address associated with your account and/or through a prominent notice on our platform.

16. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements, or other factors. Material changes will be communicated through the platform or via the email address associated with your account. The “Last updated” date at the top of this policy indicates when it was last revised. Your continued use of our services after any changes constitutes your acceptance of the updated policy.

17. Contact

For privacy-related questions, data requests, or concerns, please contact us through the support system available on this platform.