



Madora Privacy Policy

Overview

“Madora” in this statement means Madora LLC and the madora.io website. This privacy statement applies to Madora LLC, madora.io, and all associated services.

This privacy statement explains how and why Madora collects, stores, uses, and shares personal information when you visit our websites or use our services. Reading it will help you understand your privacy rights and choices. By using the Site or Service, you agree to the collection and use of information in accordance with this privacy statement, our KYC/KYB/AML Program and the applicable sections of the Merchant Services Agreement.

If you choose to use our Service, then you agree to the collection and use of information in relation with this policy. The information that we collect are used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy, our KYC/KYB/AML Program or the Merchant Services Agreement. Madora collects information on both merchants who sign up to use our services, as well as users who purchase goods or services from the merchants we provide services for. Merchants may be subject to provide additional information which may be shared in ways not specified in the Privacy Policy below. Please see our KYC/KYB/AML Program and Merchant Services Agreement for more information.

The terms used in this Privacy Policy have the same meanings as in our Merchant Services Agreement and KYC/KYB/AML Program, which are accessible at madora.io, unless otherwise defined in this Privacy Policy.

Understanding your rights

You have the right to request a copy of the personal information we've collected about you in the past 12 months. You also have the right to ask us to delete your personal information we have collected about you. If you or an authorized agent want to see or delete your personal information, contact us.

If you or an authorized agent request to see or delete your personal information, we'll first need to verify who you are before we can respond to your request. If we can't verify your identity, we will not be able to fulfill your request.

If you want to delete your personal information, you have choices:

- Contact us and request that we delete specific information
- Close your account

If you are a merchant who wishes to close your account or a user who has utilized our services and request that we delete personal information, we still need to keep some personal information so we can:

- Detect and prevent malicious, fraudulent, or illegal activity
- Protect your (or another person's) legal rights, including the right to free speech
- Manage our internal business processes that are reasonably related to your expectations when using our services
- Comply with laws

Depending on where you live and what type of account you use, you may have different rights and choices for managing your personal information.

The Personal Information We Collect

We may collect your personal information when you register as a merchant for our services, such as when you create an account, make a payment, send a payout, or make a purchase on a merchant's website as a user. Here are the kinds of personal information that we may collect when you create an account or use our services:

1. Information that identifies you, for example:

- First and last name
- Address
- Phone number
- Email
- IP address

2. Geolocation data, for example:
 - IP-based geolocation
3. Professional or employment information, for example:
 - Business information, contact emails and phone numbers
 - Tax IDs
4. Information we infer based on your personal information, for example:
 - Fraud and risk assessments

Where We Collect Personal information

We may collect personal information about you from various sources, for example from:

- You, when you use Madora's Services
- Merchants
- Service providers, such as companies that help us manage risk and fraud, deliver services to you, and market our services

How We Protect Your Personal Information

Helping to keep your personal information safe against loss, misuse, unauthorized access, disclosure, and alteration is our top priority.

To protect your personal information, we use technical, physical, and administrative security measures that include:

- Firewalls
- Data encryption
- Physical access controls in order to view sensitive information

While we protect our systems and services, you're responsible for keeping your password(s) and account information private. You are also responsible for making sure your personal information is accurate and up to date.

If your account is closed, we may keep your personal information and other information as required by law and according to our data retention policy. If we do, we'll continue to handle it as we describe in this statement.

Information Collection and Use

For a better experience while using our Service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, and postal address. The information that we collect will be used to contact or identify you.

Log Data

We want to inform you that whenever you visit our Service, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

Cookies

Cookies are files with small amount of data that is commonly used an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.

Our website does not currently use "cookies" to collection information. However, Madora may use third-party services in order to improve our website and services who do use cookies.

Notice to Non-Account Holders

If you use our services without creating or logging into an account, we'll still collect personal information, which may include your name, address, email, phone number, or other identifying information. When you use our services without creating or logging into an account, we will use this information to provide and improve the service, including to process transactions, prevent fraud, and comply with the law.

Service Providers

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or
- To assist us in analyzing how our Service is used.
- To comply with the law

We want to inform our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Security

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

We do not knowingly collect personal identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to take the necessary actions.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

Contact Us

If you have any questions about our Privacy Policy, do not hesitate to contact us through our form or at hello@madora.io.