
ERGONN PRIVACY POLICY

1. Introduction

1.1 Welcome to Ergonn, LLC ("Ergonn," "we," "us," or "our"). This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you access and use our online marketplace platform at ergonn.com (the "Platform"). By using the Platform, you consent to the practices described in this Privacy Policy.

2. Information Collection

2.1 Personal and Verification Information: We collect various types of personal information when you register an account, communicate with us, engage in transactions, or participate in the two-step verification process. This information includes, but is not limited to, your name, address, email address, phone number, payment details, and for vendors, additional verification information such as a driver's license photo. This information is necessary to create a secure and efficient user environment and to comply with legal requirements.

2.2 Automatically Collected Information: When you access and use our Platform, we may automatically collect certain information about your device, browsing actions, and usage patterns. This information may include your IP address, browser type, operating system, referring URLs, pages viewed, links clicked, and other similar information. We may use cookies, web beacons, and other tracking technologies to collect this information.

2.3 Verification Information: To enhance the safety and integrity of our platform, we require a two-step verification process for all service providers. This involves submitting a government-issued identification document, such as a driver's license. This process helps us to confirm

identities, reduce fraud, and maintain trust within our community. We apply stringent measures to ensure that this sensitive information is handled securely and responsibly.

3. Use of Information

3.1 We use the collected information for the following purposes:

- To provide and maintain the Platform's functionality and services.
- To facilitate communication and transactions between service providers and service seekers on the Platform.
- To personalize and improve your experience on the Platform.
- To respond to your inquiries, requests, and customer support needs.
- To send you promotional materials and updates with your consent.
- To analyze and monitor the usage of the Platform, perform data analytics, and improve our business operations.
- To enforce our Terms and Conditions and prevent fraudulent or unauthorized activities.

3.2 **Verification and Security:** The information collected, particularly through the two-step verification process, is used to:

- Confirm the identity of users, especially service providers, to enhance trust and safety on the platform.
- Detect, prevent, and respond to fraud, abuse, security risks, and technical issues that could harm our users or the public.
- Comply with legal obligations and law enforcement requests.

3.3 Improving Services: We also use the information to analyze how our services are used, to improve and personalize user experiences, and to develop new features and services. This includes using aggregated data to understand user trends and patterns.

4. Information Sharing

4.1 We may share your personal information with the following parties:

- **Service Providers:** We may share your information with third-party service providers who assist us in operating the Platform, performing services on our behalf, or analyzing user data. These service providers have access to your personal information only to perform specific tasks and are obligated to keep it confidential.
- **Users on the Platform:** Your name and contact information may be shared with other users of the Platform when necessary to facilitate transactions or communications between you and other users.
- **Legal Compliance:** We may disclose your personal information to comply with applicable laws, regulations, legal processes, or governmental requests. We may also disclose information to enforce our legal rights or protect the rights, property, or safety of Ergonn, our users, or others.

4.2 Verification Information: We limit the sharing of verification information, such as driver's license photos, to internal purposes and compliance with legal requirements. This information is not shared with other platform users or third parties except as required by law or necessary for the security and integrity of the platform.

5. Data Security

5.1 We take reasonable measures to protect the security of your personal information and strive to maintain its accuracy. However, no method of transmission or storage is 100% secure. We

employ industry-standard security measures, including encryption, secure data storage, and access controls, to prevent unauthorized access, use, or disclosure of your personal information. We cannot guarantee the absolute security of your information.

5.2 Verification Data Protection: Special attention is given to the protection of your verification information. We employ advanced security measures, including encryption, secure socket layers, and secure data storage facilities, to protect against unauthorized access and ensure the confidentiality of your personal and verification data.

5.3 Access Controls: Access to personal and verification information is strictly limited to authorized personnel who have a legitimate business need to access it. These individuals are bound by confidentiality agreements and are subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

5.4 Regular Audits and Monitoring: We regularly review our security policies and procedures to safeguard the integrity and privacy of your information. This includes monitoring for potential vulnerabilities and attacks and regularly updating our security practices.

6. Data Retention

6.1 We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When we no longer need your information, we will securely delete or anonymize it.

7. Your Rights

7.1 You have certain rights regarding your personal information. Subject to applicable laws, you may have the right to:

- Access, correct, or update your personal information.
- Object to or restrict the processing of your personal information.

- Request the deletion or erasure of your personal information.
- Withdraw your consent for certain processing activities.
- Request a copy of your personal information in a structured, machine-readable format.
- Lodge a complaint with a data protection authority.

7.2 Access and Control: You have the right to access, review, and control how your personal and verification information is used. This includes the right to request a copy of your personal data, request corrections or deletions, and restrict the processing of your data.

7.3 Revocation of Consent: You may withdraw consent for the use of your personal and verification information at any time. However, this will not affect the lawfulness of the processing based on consent before its withdrawal and may impact your ability to use certain features of the platform.

8. Third-Party Links and Services

8.1 Our Platform may contain links to third-party websites, applications, or services that are not operated or controlled by Ergonn. This Privacy Policy does not apply to such third-party services, and we are not responsible for their privacy practices. We encourage you to review the privacy policies of those third-party services before providing any personal information.

9. Children's Privacy

9.1 The Platform is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child without parental consent, we will take steps to remove the information and terminate the child's account.

10. Updates to this Privacy Policy



ERGONN LLC
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10.1 We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated Privacy Policy on the Platform or by other means. Your continued use of the Platform after such updates constitutes your acceptance of the revised Privacy Policy.

11. Contact Us

11.1 If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us using the information provided on the Platform.