

## Privacy policy

Your privacy is important to us. This Privacy Statement explains how Astra International OÜ (“Company”, “we” or “our”) collects, processes, uses, protects, and shares your personal information as well as your privacy rights under certain privacy laws.

### Information We Collect About You

The types of information we collect about you depends on your use of our products, services, and the ways that you interact with us. This may include information about:

- How you use or visit our websites, accounts with the Company.
- How you use our services and products and interact with us.
- Contact, billing, and other information you provide.
- Improve and develop our products and services.
- Personalize our products and services and make recommendations.
- Advertise and market to you, which includes sending promotional communications, targeting advertising, and presenting you with relevant offers.

We also obtain information from third-party sources. We protect information obtained from third-parties according to the privacy practices as described in this Privacy Statement. These third-party sources vary over time and may include:

- Data brokers from which we purchase demographic data to supplement the information we have collected about you.
- Communication services, including email providers and social networks, when you give permission to access your information on such third-party services or networks.
- Partners with which we offer co-branded products or services, or engage in joint marketing activities.
- Publicly available sources, such as open government databases.

The personal information we collect can include the following:

- Contact details such as your name, email address, mailing address, contact telephone numbers.
- Employment information such as your job title and other business or company information.
- Demographic information such as your age, gender, country, interests, and preferences.
- Web form information you provide in our web forms (forms that you choose to complete will indicate whether the information requested is mandatory or voluntary).
- Account history information related to the products or services you purchase, and the activities associated with your account.
- Cookie and tracking information such as IP address, device identifier, location data, browser type and language, access times, the Uniform Resource Locator (URL), other unique identifiers, and other technical data that may uniquely identify your device, system or browser.
- Error reports and performance information of the products and any problems you experience, including error reports.
- Troubleshooting and help information when you contact the Company to make a purchase or for technical support or customer support services, phone conversations, or chat sessions with our representatives which may be monitored and recorded.
- Content consumption information about media content you access through our products.
- Feedback and rating information you provide to us such as customer survey feedback and product reviews you write.

## **How We Use And Share Your Information**

We use and share your information to:

- Deliver and maintain our products and services.
- Establish and maintain your account.
- Measure credit and payment risk.
- Provide account related services and information.
- Help you with customer service and technical support issues or questions.
- Help us improve and personalize our products and services.
- Provide you with marketing and promotional communications, and deliver targeted and relevant advertising and relevant offers to you, which includes better predicting content and marketing offers that may interest you.
- Authenticate you.
- Detect and prevent fraud.
- Manage and protect our networks, services, and customers.
- Meet our legal obligations and doing research.

## **Your Consumer Privacy Rights**

You may have the following consumer privacy rights under applicable laws:

- **Right to Know:** you may have the right to request information about the personal information we have collected about you and for what purpose.
- **Right to Access:** you may have the right to request information about how we process your personal information and to obtain a copy of that personal information.
- **Right to Portability:** you may have the right to receive your personal information, in a structured, commonly used, and machine-readable format and to have that information transmitted to another organization in certain circumstances.
- **Right to Deletion:** you may have the right to request the deletion of your personal information that we have collected from you.
- **Right to Be Free from Discrimination:** the Company will not discriminate against you for exercising your consumer privacy rights.
- **Submitting An Access Or Deletion Request**
- If you have any questions about the type of personal information we may hold about you or if you wish to request deletion of personal information we may hold about you, or exercise any other consumer privacy right as set out above, contact us by email.

Please be aware that your request does not guarantee complete access or comprehensive removal as the law may not permit or require removal in certain circumstances.

#### How We Secure Your Information

We use appropriate technical, organizational, and physical data security safeguards to help protect against unauthorized access to, use, or disclosure of information we collect, use, or store. The ways we do this include:

- Using encryption when collecting or transferring sensitive information.
- Design our data security safeguards to ensure the ongoing security, integrity, availability, and resilience of processing systems and services.
- Limiting physical access to our premises.
- Limiting access to the information we collect about you.
- Ensuring that our Business Partners have appropriate technical and organizational security measures to keep your personal information protected.
- As required by law, destroying or de-identifying personal information.

We encourage you to keep any passwords you use confidential and to be careful to avoid “phishing” scams where someone may send you an email that appears to be from the Company asking for your personal information.

#### Collection And Use Of Children's Information

We understand the importance of taking extra precautions to protect the privacy and safety of children using our products, services, and our websites. Children under the age of 14 or equivalent minimum age in the relevant jurisdiction, must not share their personal information unless their parent or guardian provided verifiable consent. If at any time a parent or guardian needs to access or delete data associated with their child’s or guardian’s account, they may contact us through one of the options provided in this Privacy Policy.

#### Links To Third-Party Websites And Services

We may sometimes provide links to other websites, which if you click on them may collect personal information about you and direct you to those websites. The information practices of those third-party websites linked to our website are covered by the third party's' own privacy statements and we encourage you to read those.

#### Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.