

Humans Privacy Policy

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General terms

This Humans Privacy Policy (hereinafter referred to as the Policy) defines the types of the personal information and the methods of collection and treatment of the same when you use the products and services provided by our Humans Group (hereinafter jointly and individually referred to as Humans), our websites and mobile applications (hereinafter referred to as the Services).

This Policy shall apply to your personal information if you get registered and authorized or filled out forms on our websites and mobile applications, or submit your data to our call-center, or use our Service or Services (this term shall hereinafter be used in the plural irrespective of the number of the Services used) linking to this Policy.

You are a Customer if you have accepted the offer for any Humans Service's terms of use. You are a User if you have not accepted the Service's terms of use. For the purposes of this Policy, except as otherwise provided herein, the Customers and the Users shall be jointly referred to as the Users.

Our Services shall be provided in the territory specified in the relevant Service's terms of use. We carry out our activities, including collection and use of the users' personal information, in accordance with the legal requirements of the country where the Service is provided. Laws and standards concerning collection and use of personal information in various countries may differ and be not in compliance with the requirements to the personal information applicable in your country of nationality or residence. By using our Services you agree that your personal information will be treated following the requirements of the country where the Service is provided in accordance with the Service's terms of use accepted by you before provision of such Services.

This Policy shall apply to:

Your personal information collected from you directly for use of the relevant Service or during the informational management by telephone conversations, electronic messages, communications through the Service or other electronic messages exchanged between us. This Policy shall also apply to the information collected automatically when you use the Service, our website or mobile applications.

You may be informed about the content of your personal information treated by us by contacting privacy@humans.net. We'll provide this information within 30 days of receiving your request.

It does not apply to information collected by:

- Any third party, including through any application or content that may link to or be accessible from or on the Service, including, without limitation, payment processor or the individual service providers who collect information directly from you through your communications through our Service's functionality. You may at your own discretion get the information about the rules of collection and use of your personal information by the third parties.
- A customer buying services or a service provider providing services through the chat or other messenger functionality on Services.

WE EXPRESSLY DISCLAIM ANY AND ALL LIABILITY RELATING TO THE DISCLOSURE OF INFORMATION PROVIDED TO AND/OR USED BY ANY SUCH CUSTOMER AND/OR SERVICE PROVIDER USING THE FUNCTIONALITY OF SERVICES.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Services. By accessing or using Services, you agree to this privacy policy and our Service's terms of use. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of our Services or websites or mobile applications after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Children Under the Age of 16

Our Service is not intended for children under 16 years of age. No one under age 16 may provide any information to or on the Services. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on our Services or on or through any of its features/register on the Services, make any purchases through the Services, use any of the interactive or public comment features of our Services or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please us at privacy@humans.net.

Types of information

We collect several types of your personal information:

- General information about users (surname, first name and patronymic, details of the identity document (by the type of Service), date of birth, place of residence, telephone numbers, photographs and other personal information about the user provided by him/her when using the Services);
- Information about the user's devices on which he/she uses our Services, including but not limited to IP addresses, geolocation data, information about the device (manufacturer, operating system, IMEI, the SIM card identification number), information about the applications and Web browsers used by the user, information about the telecom provider enabling access to the Services;
- Anonymous information about the user's activity using the Services, in particular, the type of activity, its date and time, paid or unpaid basis of the activity, service provider, url of the page from which the user logged into the Service and/or to which the user switched from the Service, duration of the session using the Service, session beginning and ending dates, the user's search queries and interests on the Service;
- Information about the user's contacts on the Service, received, for instance, from the user's phone book, including the telephone numbers and other contact information, the contact's activity with the user, types of contacts with the user;
- Information about the user's payment transactions on the Service (bank card data, transactional information, date, time and place of transaction, type of the paid service, name of the service provider);
- Information posted by the user on the Service viewable by other users (posts and content or comments to other posts), exchanged between the user and other users of the Services or third parties through the Service;
- Other data available to us due to using of the available functionality on the Services by the user.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the Service. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.

From third parties, for example, our business partners, if such information is provided to us.

1. Information You Provide to Us:

- Information that you provide by filling in forms on our Services or websites or mobile applications or by sending it to our call-center. This includes information provided at the time of registering to use our Services, accepting the terms of use of the appropriate Service in order to the services provided by Humans through use of the Service, posting material, using our chat, MApp or other messenger functionality or requesting further services, creating an order or creating a profile.
- If you are a Provider, we may ask for certain verification information including your name, birthdate, address, email, phone, social security number, bank account information, and other information in order to verify your identity.
- We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Service.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research or marketing purposes.
- Details of transactions you carry out through our Services and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Services.
- Your search queries on the Service.
- You also may provide information to be published or displayed (hereinafter, "posted") on public areas of the Services, or transmitted to other users of the Services or third parties (collectively, "User Contributions"). Your User Contributions are posted on and transmitted to others at your own risk. Although we may limit access to certain pages, please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Services with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

2. Information We Collect Through Automatic Data Collection Technologies.

As you navigate through and interact with our Services, we use automatic data collection technologies to collect certain information about your equipment, browsing actions, and pat- terns, including:

- Details of your visits to our Service, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Services.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.
- Information about your smartphone, including IMEI, operating system, etc.
- Information and traffic transmitted using our Services.

The technologies we use for this automatic data collection may include:

- Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer or smartphone. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Service. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Services;
- Flash Cookies. Certain features of our Services may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Services. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- Web Beacons. Pages of our the Services and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

The information we collect automatically is statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Services and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Service according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Services.

3. Information we collect from third parties

We collect and use your personal information that you provided when using products and services of third parties through our Services or for the purposes of using the same. We receive only the personal information that we need to enable use of the products and services of such third parties on our Services.

Confidentiality

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Services and its contents to you.
- To provide you with information, products, or services that you request from us, and to assist buyers and sellers of services in such transactions through the functionality of our Services.
- To fulfill any other purpose for which you provide it.
- To verify the identity of Users and Providers.
- To provide you with notices about your account with Humans, whether by email, through the Services, or by text message.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about our Services, changes to our Services or any products or services we offer or provide though it.
- To allow you to participate in interactive features on our Services.
- To improve the quality of Services, customer service quality, for analytical, research and advertising purposes.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

By providing us with any of your personal information, you hereby agree that we may contact you by, in addition to other contact methods through the Service, any of the following means provided by you: postal address, e-mail address and/or telephone number (whether through a telephone call or a text).

Promotional Offers from us

If you do not wish to have your email address or other contact information used by Humans to promote our own or our service providers' services, you can opt-out by clicking the "Opt Out" link when presented to you or at any other time by logging into the Service and adjusting your user preferences in your account profile by checking or unchecking the relevant boxes

If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt out does not apply to information provided to the Humans as a result of a purchase or sale of a service, product service experience or other transactions or to information that we are required to store in accordance with applicable law.

Third-Party Use of Cookies and Other Tracking Technologies.

We may share, or we may permit third party online advertising networks, social media companies and other third party services, to collect information about your use of our Services over time so that they may play or display ads that may be relevant to your interests on our Services as well as on other websites or apps or on other devices you may use. Typically, though not always, the information we share is provided through cookies or similar tracking technologies, which recognize the device you are using and collect information, click stream information, browser type, time and date you visited the site or mobile application, and other information. This information is used to display targeted ads on or through our Service or on other websites or apps. We or the online advertising networks use this information to make the advertisements you see online more relevant to your interests.

Some content or applications, including the payment technology, on the Service are served by third-parties, including servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Services. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. We do not control these third parties' tracking technologies or how they may be used.

Opting out of Collection of your Information for Tracking

Please refer to your mobile device or browser's technical information for instructions on how to delete and disable cookies, and other tracking/recording tools. Depending on your type of device, it may not be possible to delete or disable tracking mechanisms on your mobile device. Note that disabling cookies and/or other tracking tools prevents Humans or its analytics providers from tracking your browser's activities in relation to your use of the Services. However, doing so may disable many of the features available through the Service. If you have any questions about opting out of the collection of cookies and other tracking/recording tools, you can contact us directly at privacy@humans.net. Although we do our best to honor the privacy preferences of our Users, we are not able to respond to Do Not Track signals from your browser or device at this time.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- The public and other members of the Services. Your User Contributions, and any other content you post to public areas of the Services, will be viewable by others on the Services and the public. Please do not provide personal information you would not want to be public. Additionally, if you post user content on our blog or comment on our social media sites, your information, such as your first name, last initial, state of residence, and your comments, may be displayed on our Services or on our social media pages;
- Other users of the Services. We share your information with third parties with whom you communicate or interaction with on the Services, for example, with a Provider. You control who you want to communicate with and what information you share;
- Third parties at your request. For example, you may have the option to share content or your activities on the Service with your friends through email, text or on various social media sites;
- With third parties who may have products or services we think you may enjoy (at our discretion);
- To contractors, service providers, and other third parties we use to support our business;
- To third parties in connection with a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us about our Service users is among the assets transferred;
- To fulfill the purpose for which you provide it;
- For any other purpose disclosed by us when you provide the information; and
- With your consent.

If you want to forbid us to provide your personal information to third parties, please contact us at privacy@humans.net. Please note that if your personal information cannot be provided to third parties you will not be able to use the third parties' services through our Service.

Even if you refuse to provide your personal information to third parties as described in this section of the Policy, We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our [terms of use](#) of the appropriate Service and other agreements and/or policies referenced therein.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Humans, our customers, our service providers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

We are an international company having affiliates in several countries. In order to ensure proper performance of the Services we may transfer your personal information among our affiliates, including for provision of information and technical support to users, for maintenance of the Services' information systems and for fulfillment of the contract between us.

We guarantee that appropriate technical, administrative and organizational measures to protect your information shall be adopted by all companies of our group when transferring information among the affiliates.

Principles of use of your information

Humans collects and uses information and data about you only to the extent necessary and sufficient for you to use the Services of Humans and to ensure proper performance and development of the Services

You may, at your own discretion, manage your personal information provided to us on the Services by the means specified in this Policy. Humans guarantees observance of your rights for access to your personal information, the purposes for which it is used, and your rights to update, change or delete your personal information. If you have any questions about collection and use of your personal information, please contact us at privacy@humans.net.

We will delete your personal information upon your request or in case you stop using the Services, within 30 days of receiving your request.

Application of GDPR

We provide our Services in the territory specified in the relevant Service's terms of use. We believe that our Services will be used mainly by the citizens of the countries where a particular Service is available, so we ensure protection and security of the personal information in accordance with the legal requirements of the country in question.

At the moment our Services are not provided in the territory of the European Union and are not intended to draw attention and be distributed among the users in the territory of the European Union. None of our Services is a controller for the purposes of GDPR. But technically our Services may be accessible by users from the European Union and/or located in the European Union, although provision of the Services to the full extent is not guaranteed.

We ensure the users' rights for management and protection of their personal information:

- Rights for access to the information. We will submit to you, upon request, full details on your personal information received by us, how we use it and what third parties we disclose it to and why.
- Right to update the information. If you believe that the information received by us is not correct or outdated, we, upon your request, will change the personal information as necessary and/or delete the outdated or irrelevant data.
- Right to opt out of interest-based advertising. At your request we will not use your personal information in order to offer you our Services or services of our partners we think you may be interested in
- Right to be forgotten. Upon your request we will delete all personal information received by us and will cease using it, except for the cases when we must use such information in order to comply with mandatory requirements. We will also notify all our affiliates and Services to which your information has been provided in accordance with this Policy that they need to delete your personal information and cease using it.

Please note that after your personal information has been deleted and ceased to be used by us or our affiliates you cannot continue using any of our Services.

You may send us a request for management of your personal information at privacy@humans.net at any time convenient for you.

Data protection measures

You can review and change your personal information by logging into the Services and visiting your account profile page.

You may also send us an email at privacy@humans.net to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your User Contributions from the Services, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other Service users. Proper access and use of information provided on the Services, including User Contributions, is governed by terms of use of the appropriate Services.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- Tracking Technologies. You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website.

If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly. You may also be able to limit interest-based advertising through the settings on your mobile device by selecting "limit ad tracking" (iOS) or "opt-out of interest based ads" (Android). To learn more about interest-based advertising and how you may be able to opt-out of some of this advertising, you may wish to visit the Network Advertising Initiative's online resources, at <http://www.networkadvertising.org/choices>, and/or the DAA's resources at <http://www.aboutads.info/choices>. Some of these opt-outs may not be effective unless your browser is set to accept cookies. Furthermore, if you use a different device, change browsers or delete the opt-out cookie, you may need to perform the opt-out task again. You may also be able to opt-out of some – but not all – interest-based ads served by mobile ad networks by visiting <http://youradschoices.com/appchoices> and downloading the mobile AppChoices app.

How Humans protects your personal information

We use a variety of administrative, technical, and physical security measures designed to protect your personal data against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use while it is under our control.

Data Security, Storage and Transfer

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Service. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Services

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Service like message boards. The information you share in public areas may be viewed by any user of the Services.

Links to Other Websites and Services

The Service may contain links to and from third party websites of our business partners, advertisers, and social media sites and our users may post links to third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for their policies. We strongly recommend that you read their privacy policies and terms and conditions of use to understand how they collect, use, and share information. We are not responsible for the privacy practices or the content on the websites of third party sites.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Service and Website homepage. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account or through a notice on the Service and Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Service and this privacy policy to check for any changes.

Contact information

To ask questions or comment about this privacy policies and our privacy practices, contact us at: privacy@humans.net.