

Privacy Policy

This Privacy Policy describes how GCloud collects, uses, and shares information in connection with your use of our websites (including <https://my.gcloud.ge>, <https://console.gcloud.ge>), services, and applications (collectively, the "Services"). This Privacy Policy (the "Privacy Policy") does not apply to information our customers may process by themselves when using our Services.

We may collect and receive information about users of our Services ("users," "you," or "your") from various sources, including: (i) information you provide through your user account on the Services (your "Account") if you register for the Services; (ii) your use of the Services; and (iii) from third-party websites, services, and partners, including publicly available sources.

We recommend that you read and agree this Privacy Policy in full to ensure you are fully informed. If you have any questions about this Privacy Policy or GCloud's data collection, use, and disclosure practices, please contact us at info@gcloud.ge.

1. Information We Collect

1.1. Information You Provide

I. **Account Registration.** When you register for an Account, we may ask for your contact information, including items such as name, email address.

II. **Payment Information.** When you add your deposit in your Account, you are redirected to our third-party payment processor and provide your financial information to them. We do not store your financial account information on our systems.

III. **Communications.** If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or attachments you may send us, and any other information you may choose to provide. We may also receive a confirmation when you open an email from us.

The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information.

1.2. Information We Collect When You Use Our Services.

I. **Cookies and Other Tracking Technologies.** As is true of most websites, we gather certain information automatically and store it in log files. In addition, when you use our Services, we may collect certain information automatically from your device. This information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, clickstream data, landing page, and referring URL. To collect this information, a cookie may be set on your computer or device when

you visit our Services. Cookies contain a small amount of information that allows our web servers to recognize you. We store information that we collect through cookies, log files to record your preferences and provide authorization rights. We may also automatically collect information about your use of features of our Services, about the functionality of our Services, frequency of visits, and other information related to your interactions with the Services. We may track your use across different websites and services. In some countries, including Georgia, countries in the European Economic Area ("EEA"), the information referenced above in this paragraph may be considered personal information under applicable data protection laws.

II. Usage of our Services. When you use our Services, we may collect information about your engagement with and utilization of our Services, such as processor and memory usage, storage capacity, navigation of our Services, and system-level metrics. We use this data to operate the Services, maintain and improve the performance and utilization of the Services, develop new features, protect the security and safety of our Services and our customers, and provide customer support. We also use this data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

1.3. Information We Receive from Third Parties.

I. Third-Party Accounts. If you choose to link our Services to a third-party account, we will receive information about that account, such as your authentication token from the third-party account, to authorize linking. If you wish to limit the information available to us, you should visit the privacy settings of your third-party accounts to learn about your options.

2. How We Use Information

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our Services;
- Improve, personalize, and expand our Services;
- Understand and analyze how you use our Services;
- Develop new products, services, features, and functionality;
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the Service, and for marketing and promotional purposes;
- Process your transactions;
- Send you text messages and push notifications;
- Find and prevent fraud;
- For compliance purposes, including enforcing our Terms of Service, or other legal rights, or as may be required by applicable laws of Georgia and regulations or requested by any judicial process or governmental agency.

3. How We Share Information

We may share the information we collect in various ways, including the following:

- **As Required By Law and Similar Disclosures.** Information may be disclosed to (i) satisfy any applicable law, regulation, legal process, or governmental request and/or request from supervisory authority of personal data protection; (ii) enforce this Privacy Policy and our Terms of Service, including investigation of potential violations hereof; (iii) detect, prevent, or otherwise address fraud, security, or technical issues; (iv) respond to your requests; or (v) protect our rights, property or safety, our users, third parties and the public. This includes exchanging information with other governmental agencies, companies and organizations for fraud protection and spam/malware prevention.
- **With Your Consent.** We may share information with your consent.

4. Legal Basis for Processing Personal Information

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal information from you only (i) where we need the personal information to perform a contract with you; (ii) where the processing is in our legitimate interests and not overridden by your rights; or (iii) where we have your consent to do so. We have a legitimate interest in operating our Services and communicating with you as necessary to provide these Services, for example when responding to your queries, improving our platform, undertaking marketing, or for the purposes of detecting or preventing illegal activities.

In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

5. Third-party Services

You may access other third-party services through the Services, for example by clicking on links to those third-party services from within the Services. We are not responsible for the privacy policies and/or practices of these third-party services, and we encourage you to carefully review their privacy policies.

6. Security

GCloud is committed to protecting your information. To do so, we employ a variety of security technologies and measures designed to protect information from unauthorized access, use, or disclosure. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal

information. However, please bear in mind that the Internet cannot be guaranteed to be 100% secure.

7. Data Retention

We retain personal information we collect from you where we have an ongoing legitimate interest and/or legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax, or accounting requirements).

When we have no ongoing legitimate interest and/or legitimate business need to process your personal information, we will either delete or anonymize it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing (including, accessing to your personal information) until deletion is possible.

8. Access

If you are a registered user, you may access certain information associated with your Account by logging into our Services or emailing info@gcloud.ge. If you terminate your Account, any public activity on your Account prior to deletion may remain stored on our servers and may remain accessible to the public.

To protect your privacy and security, we may also take reasonable steps to verify your identity before updating or removing your information. The information you provide us may be archived or stored periodically by us according to backup processes conducted in the ordinary course of business for disaster recovery purposes.

9. Your Data Protection Rights Under the Law of Georgia on Personal Data Protection the General Data Protection Regulation (GDPR)

If you are a resident of the EEA or Georgia, you have the following data protection rights:

- If you wish to **access, correct, update, or request deletion** of your personal information, you can do so at any time by emailing info@gcloud.ge.
- In addition, you can **object to the processing** of your personal information, ask us to **restrict the processing** of your personal information, or **request portability** of your personal information. Again, you can exercise these rights by emailing info@gcloud.ge
- Similarly, if we have collected and process your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a relevant data protection authority** about our collection and use of your personal information. For more information,

please contact your local data protection authority (State Inspector Service Of Georgia: www.pdp.ge: e-mail: office@stateinspector.ge). We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

10. Children's Privacy

GCloud does not knowingly collect information from children under the age of 13, and children under 13 are prohibited from using our Services. If you learn that a child has provided us with personal information in violation of this Privacy Policy, you can alert us at info@gcloud.ge.

11. Changes to this Privacy Policy

This Privacy Policy may be modified from time to time, so please review it frequently. Changes to this Privacy Policy will be posted on our websites. If we materially change the ways in which we use or share personal information previously collected from you through our Services, we will notify you through our Services, by email, or other communication.

Contact Us

If you have any questions or concerns about this Privacy Policy, please feel free to email us at info@gcloud.ge

The data controller of your personal information is GCloud.