

Privacy Policy

Murano Corporation takes your privacy very seriously. This Privacy Policy is intended to establish your rights and answer any questions you may have regarding your personal data. If you need more information, please contact info@muranocorp.com. If you signed a contract with Murano Corporation, the controller of your data will be the Murano Corporation.

1. What personal data do we collect?

We collect and process personal data about you when you interact with us and our products and when you purchase goods and services from us. The personal data we process includes:

- Name
- Username and password
- Home or work address, email address and/or phone number
- Job title
- Payment and delivery details, including billing and delivery addresses and credit card details, where you make purchases from us
- Personal data related to the browser or device you use to access our website
- Internet browser and operating system
- Any other personal data you provide.

2. How does Murano Corporation we use this personal data and what is the legal basis for this use?

We collect personal data for following reasons:

- to establish and fulfill a contract with you, for example, if you make a purchase from us or enter into an agreement to provide or receive services. This may include verifying your identity, taking payments, communicating with you, providing customer services, and arranging the delivery or other provision of products or services. We require this information to enter into a contract with you and are unable to do so without it
- in accordance with our legitimate interests in protecting Murano Corporation's legitimate business interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation)
- with your express consent to respond to any comments or complaints we may receive from you, or to investigate any complaints received from you or from others, about our website or our products or services
- to monitor use of our websites and online services. We may use your information to help us check, improve, and protect our products, content, services, and websites, both online and offline, in accordance with our legitimate interests
- if you provide a credit or debit card, we may also use third parties (such as POS payment providers) to check the validity of the sort code, account number and card number you

submit in order to prevent fraud, in accordance with our legitimate interests and those of third parties;

- we may monitor any customer account to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime, in accordance with applicable law and our legitimate interests
- in circumstances where you contact us by telephone or web chat, conversations may be recorded for quality, training, and security purposes, in accordance with our legitimate interests; and
- we may use your information to invite you to take part in market research or surveys.

We may also send you direct marketing in relation to Murano Corporation's relevant products and services. Electronic direct marketing will only be sent where you have given your consent to receive it, or (where this is allowed) you have been given an opportunity to opt-out. We will not send you direct marketing of third-party products or services although our own products or services may on occasion include co-operation with third parties. You will continue to be able to opt-out of electronic direct marketing at any time by following the instructions in the relevant communication.

3. With whom and where will we share your personal data?

We may share your personal data with the following third parties our professional advisors such as our auditors and external legal and financial advisors, marketing and communications agencies where they have agreed to process your personal data in line with this Privacy Notice, market research companies, and our suppliers, business partners and sub-contractors; and/or search engine and web analytics.

Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by law or if needed for the legal protection of our legitimate interests in compliance with applicable laws. Personal data may also be shared with third party service providers who will process it on behalf of Murano Corporation for the purposes above. Such third parties include, but are not limited to, providers of website hosting, maintenance, call center operation and identity checking.

In the event that our business or any part of it is sold or integrated with another business, your details will be disclosed to our advisers and those of any prospective purchaser and will be passed to the new owners of the business.

4. How long will Murano Corporation retain my personal data?

We will not retain your personal data for any purpose longer than necessary. Where this is the case, your personal data will only be processed for the relevant legitimate purpose and not used for marketing. We may retain your personal data for a time beyond the specified retention period, to allow for information to be reviewed and any deletion to take place. After it is no

longer necessary for us to retain your personal data, we dispose of it securely according to our document retention policy.

5. Where is my data stored physically?

All the collected data is stored in the United States at our data centers or our affiliates' data centers.

6. What are my rights with respect to my personal data?

You retain the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data, clicking the unsubscribe button on any communication we have sent to you or by contacting us. You can withdraw consent at any time. You can notify us and ask us to correct or supplement information if you feel it is incorrect. You also have the right, with some exceptions and qualifications, to ask us to provide a copy of any personal data we hold about you. If you have a complaint about how we have handled your personal data, you may be able to ask us to restrict how we use your personal data while your complaint is resolved. In some circumstances you can ask us to erase your personal data (a) by withdrawing your consent for us to use it; (b) if it is no longer necessary for us to use your personal data; (c) if you object to the use of your personal data and we don't have a good reason to continue to use it; or (d) if we haven't handled your personal data in accordance with our obligations.

7. How can I learn more information about Murano's handling of my data?

Please contact us if you have questions regarding this Privacy Notice by emailing us at info@muranocorp.com.