

PRIVACY POLICY

Last updated: December 19th, 2024

We have prepared this Privacy Policy to describe to you our practices regarding the Personal Data (as defined below) we collect, use, and share in connection with “MilanaDate” website (<https://milana.date/>), and other software provided on or in connection with our services, as described in our Terms of Service (collectively, the “Service”).

This Privacy Policy applies between you and:

IT Help Services LLC, Company Number 2023-001207401, 30 N Gould St Ste 21712, Sheridan, Wyoming, USA, 82801, collectively referred as "MilanaDate" (<https://milana.date/> “we”, “us”, or “our”) within the context of this Agreement.

1. Types of Data We Collect

“Personal Data” means data that allows someone to identify you individually, including, for example, your name, email address, as well as any other non-public information about you that is associated with or linked to any of the foregoing. “Anonymous Data” means data, including aggregated and de-identified data, that is not associated with or linked to your Personal Data; Anonymous Data does not, by itself, permit the identification of individual persons. We collect Personal Data and Anonymous Data as described below.

2. Information You Provide Us

When you use our Service, update your account profile, or contact us, we may collect Personal Data from you, such as email address, first and last name, user name, and other information you provide.

Our Service lets you store preferences like how your content is displayed, notification settings, and favorites. We may associate these choices with your ID, browser, or mobile device. If you provide us with feedback or contact us, we will collect your name and contact information, as well as any other content included in the message.

We may also collect Personal Data at other points in our Service where you voluntarily provide it or where we state that Personal Data is being collected.

3. Information Collected via Technology

As you navigate through and interact with our Service, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- **Information Collected by Our Servers.** To provide our Service and make it more useful to you, we (or a third party service provider) collect information from you, including, but not limited to, your browser type, operating system, Internet Protocol (“IP”) address, mobile device ID.
- **Log Files.** As is true of most websites and applications, we gather certain information automatically and store it in log files. This information includes IP addresses, browser type, Internet service provider (“ISP”), referring/exit pages, operating system, date/time stamps, and clickstream data. We use this information to analyze trends, administer the Service, track users’ movements around the Service, and better tailor our Services to our users’ needs. For example, some of the information may be collected so that when you visit the Service, it will recognize you and the information can be used to personalize your experience.
- **Cookies.** Like many online services, we use cookies to collect information on our official website (<https://milana.date/>). We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to analyze how users interact with our Service, make improvements to our product quality, and provide users with a more personalized experience.
- **Pixel Tag.** In addition, we use “Pixel Tags” (also referred to as clear Gifs, Web beacons, or Web bugs). Pixel Tags allow us to analyze how users find our Service, make the Service more useful to you, and tailor your experience with us to meet your particular interests and needs.
- **How We Respond to Do Not Track Signals.** Our systems do not currently recognize “do not track” signals or other mechanisms that might enable Users to opt out of tracking on our site.
- **Analytics Services.** In addition to the tracking technologies we place like Cookies and Pixel Tags, other companies may set their own cookies or similar tools when you visit our Service. This includes third-party analytics services (“Analytics Services”) that we engage to help analyze how users use the Service. The information generated by the

Cookies or other technologies about your use of our Service (the “Analytics Information”) is transmitted to the Analytics Services. The Analytics Services use Analytics Information to compile reports on user activity, which we may receive on an individual or aggregate basis. We use the information we get from Analytics Services to improve our Service. The Analytics Services may also transfer information to third parties where required to do so by law, or where such third parties process Analytics Information on their behalf. Each Analytics Services’ ability to use and share Analytics Information is restricted by such Analytics Services’ terms of use and privacy policy. By using our Service, you consent to the processing of data about you by Analytics Services in the manner and for the purposes set out above.

- Information Collected from Third-Party Companies. We may receive Personal and/or Anonymous Data about you from companies that offer their products and/or services for use in conjunction with our Service or whose products and/or services may be linked from our Service.
- Public Information Observed from Third-Party payment processing providers as well as merchant providers. We collect data from activity that is publicly visible and/or accessible

for any third-parties providers that we use and integrated as widgets on our website. This may include payment card-issuer (Visa and MasterCard as well as American Express) as well as full card owner information and all information, related to purchases, sales you made on our official website (<https://milana.date/>), which may then be associated with other data you have provided to us.

4. Use of Your Personal Data.

We process your Personal Data to run our business, provide the Service, personalize your experience on the Service, and improve the Service. Specifically, we use your Personal Data to:

- facilitate the creation of and secure your account and/or agency account on our official website (<https://milana.date/>);
- identify you as a user/customer and/or agent, who actively using the services on our official website (<https://milana.date/>).
- provide you with our Service, including, but not limited to, helping you to view, explore, using all available tools on the website and/or, at your own discretion, connect directly with others to purchase any services, available on our website (<https://milana.date/>);
- improve the administration of our Service and quality of experience when you interact with our services, including, but not limited to, by analyzing how you and other users/ customers/agents find and interact with the all the services available on our official website (<https://milana.date/>);
- provide customer support and respond to your requests and inquiries on our official website (<https://milana.date/>);
- investigate and address conduct that may violate our Terms of Service, available on our official website in the Legal section (<https://milana.date/>);
- detect, prevent, and address fraud, violations of our terms or policies, and/or other harmful or unlawful activity during your interaction with our official website (<https://milana.date/>);
- display your username that has been chosen by you as user or agent that is currently or previously accessible in your official registered account of user and/or agent. You can create your account by the following link below: <https://milana.date/>.
- send you a welcome email to verify ownership of the email address provided when your account was created;
- send you administrative notifications, such as security, support, and maintenance advisories;
- send you notifications related to actions on the Service, including notifications of offers on your requested services on our official website <https://milana.date/>;
- send you newsletters, promotional materials, and other notices related to our Services or third parties' goods and services;
- respond to your inquiries related to employment opportunities or other requests;
- comply with applicable laws, cooperate with investigations by law enforcement or other authorities of suspected violations of law, and/or to pursue or defend against legal threats and/or claims; and
- act in any other way we may describe when you provide the Personal Data.

We may create Anonymous Data records from Personal Data. We use this Anonymous Data to analyze request and usage patterns so that we may improve our Services and enhance Service navigation. We reserve the right to use Anonymous Data for any purpose and to disclose Anonymous Data to third parties without restriction.

5. Disclosure of Your Personal Data.

We disclose your Personal Data as described below and as described elsewhere in this Privacy Policy. Third Party Service Providers. We may share your Personal Data with third party service providers to: provide technical infrastructure services; conduct quality assurance testing; analyze how our Service is used; prevent, detect, and respond to unauthorized activities; provide technical and customer support; and/or to provide other support to us and to the Service.

6. Affiliates.

We may share some or all of your Personal Data with any subsidiaries, joint ventures, or other companies under our common control ("Affiliates"), in which case we will require our Affiliates to honor this Privacy Policy.

7. Corporate Restructuring.

We may share some or all of your Personal Data in connection with or during negotiation of any merger, financing, acquisition, or dissolution transaction or proceeding involving sale, transfer, divestiture, or disclosure of all or a portion of our business or assets. In the event of an insolvency, bankruptcy, or receivership, Personal Data may also be transferred as a business asset. If another company acquires our company, business, or assets, that company will possess the Personal Data collected by us and will assume the rights and obligations regarding your Personal Data as described in this Privacy Policy.

8. Legal Rights.

Regardless of any choices you make regarding your Personal Data (as described below), may disclose Personal Data if it believes in good faith that such disclosure is necessary: (a) in connection with any legal investigation; (b) to comply with relevant laws or to respond to subpoenas, warrants, or other legal process served on "MilanaDate"; (c) to protect or defend the rights or property of "MilanaDate" or users of the Service; and/or (d) to investigate or assist in preventing any violation or potential violation of the law, this Privacy Policy, or our Terms of Service.

9. Other Disclosures.

We may also disclose your Personal Data: to fulfill the purpose for which you provide it; for any other purpose disclosed by us when you provide it; or with your consent.

10. Third-Party Websites.

Our Service may contain links to third-party websites. When you click on a link to any other website or location, you will leave our Service and go to another site, and another entity may collect Personal Data from you. We have no control over, do not review, and cannot be responsible for these third-party websites or their content. Please be aware that the terms of this Privacy Policy do not apply to these third-party websites or their content, or to any collection of your Personal Data after you click on links to such third-party websites. We encourage you to read the privacy policies of every website you visit. Any links to third-party websites or locations are for your convenience and do not signify our endorsement of such third parties or their products, content, or websites.

11. Your Choices Regarding Information.

You have several choices regarding the use of information on our Services:

Email Communications. We may periodically send you newsletters and/or emails that directly promote the use of our Service or third parties' goods and services. When you receive newsletters or promotional communications from us, you may indicate a preference to stop receiving these communications from us by following the unsubscribe instructions provided in the email you receive or through the Notifications preferences in your Settings page. Despite these preferences, we may send you occasional transactional service-related informational communications.

If you decide at any time that you no longer wish to accept Cookies from our Service for any of the purposes described above, then you can instruct your browser, by changing its settings, to stop accepting Cookies or to prompt you before accepting a Cookie from the websites you visit. Consult your browser's technical information. If you do not accept Cookies, however, you may not be able to use all portions of the Service or all functionality of the Service.

Data Access and Control. You can view, access, edit, or delete your Personal Data for certain aspects of the Service via your Settings page. You may also have certain additional rights: If you are a user in the European Economic Area or United Kingdom, you have certain rights under the respective European and UK General Data Protection Regulations ("GDPR"). These include the right to (i) request access and obtain a copy of your personal data; (ii) request rectification or erasure;

(iii) object to or restrict the processing of your personal data; and (iv) request portability of your personal data. Additionally, if we have collected and processed your personal data with your consent, you have the right to withdraw your consent at any time.

If you are a California resident, you have certain rights under the California Consumer Privacy Act (“CCPA”). These include the right to (i) request access to, details regarding, and a copy of the personal information we have collected about you and/or shared with third parties; (ii) request deletion of the personal information that we have collected about you; and (iii) the right to opt-out of sale of your personal information. As the terms are defined under the CCPA, we do not “sell” your “personal information.”

If you wish to exercise your rights under the GDPR, CCPA, or other applicable data protection or privacy laws, please contact us by using the “Submit a request” link here or at the address provided in Section 13 below, specify your request, and reference the applicable law. We may ask you to verify your identity, or ask for more information about your request. We will consider and act upon any above request in accordance with applicable law. We will not discriminate against you for exercising any of these rights.

Data Retention. We may retain your Personal Data as long as you continue to use the Service, have an account with us, or for as long as is necessary to fulfill the purposes outlined in this Privacy Policy. We may continue to retain your Personal Data even after you deactivate your account and/or cease to use the Service if such retention is reasonably necessary to comply with our legal obligations, to resolve disputes, prevent fraud and abuse, enforce our Terms or other agreements, and/or protect our legitimate interests. Where your Personal Data is no longer required for these purposes, we will delete it.

Data Protection. We care about the security of your information and use physical, administrative, and technological safeguards to preserve the integrity and security of information collected through our Service. However, no security system is impenetrable and we cannot guarantee the security of our systems. In the event that any information under our custody and control is compromised as a result of a breach of security, we will take steps to investigate and remediate the situation and, in accordance with applicable laws and regulations, notify those individuals whose information may have been compromised.

Minors. By using our Service, you represent that you are at least 18. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records.

Changes to This Privacy Policy. This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy at the Website. The date the Privacy Policy was last revised is identified at the beginning of this Privacy Policy. You are responsible for periodically visiting our Service and this Privacy Policy to check for any changes.