

Privacy Policy

Last revised: 5th of June 2023

At Launchpad XYZ, we prioritize the privacy and security of our users. This Privacy Policy outlines the types of information we collect, how we use and protect it, and your rights regarding your personal data. By using our services, you consent to the practices described in this policy.

This Privacy Policy explains how Launchpad XYZ and Launchpad XYZ Operators collect, use, process, disclose, share, transfer, and protect personal information obtained through Launchpad XYZ and its partners. The terms “we,” “us,” and “our” refer to Launchpad XYZ and Launchpad XYZ Operators. When we ask for certain personal information from users, it is because we are required by applicable laws or government orders to collect such information or it is relevant for our specified purposes. Please refer to the separate Cookies Policy for the exact use of cookies.

We kindly request that you carefully read the entire content of this Privacy Policy. By visiting the Launchpad XYZ website, whether or not you choose to register or log in, you acknowledge, comprehend, and give your consent to all the provisions outlined in this Privacy Policy. We will not utilize your personal information for any purposes beyond what is stated in this Privacy Policy, the Cookies Policy, or the Terms, unless we notify you in advance and obtain your consent.

This Privacy Policy incorporates components from the General Data Protection Regulation (GDPR) to ensure compliance with the regulations on processing personal information within the European Economic Area (EEA). We adhere to standard contract clauses, rely on the European Commission's adequacy decisions concerning specific countries when applicable, and seek your consent for any data transfers to third countries as required by relevant laws.

1. Information Collection

Personal Information: We may collect personal information such as your name, email address, contact details, and other relevant information when you interact with our website, products, or services. This information is voluntarily provided by you.

Usage Data: We automatically collect certain non-personal information when you access our website or use our services. This includes your IP address, browser type, device information, operating system, and browsing behavior. We may use cookies and similar technologies to collect this data.

2. How do we collect personal data?

This Privacy Policy applies to the collection of Personal Data in the following ways:

- (a) When you interact with our products and services.
- (b) When you create an account with us.
- (c) Through any other contractual agreement or arrangement.

We may also collect Personal Data through various other methods, including but not limited to:

- (a) Communications with you via telephone, letter, fax, and email.
- (b) When you visit our website.
- (c) When you contact us in person.
- (d) When we contact you in person.
- (e) When we obtain information about you from third parties, such as social media companies' available social graphs, and other channels, including our support helpdesk.
- (f) Potentially deriving additional information by processing the data.

3. What other data do we collect?

We collect your Personal Data from our website and services through the following methods:

(a) IP address: We use your IP address to diagnose server problems and administer our website. IP addresses are not linked to personally identifiable information.

(b) Cookies: A cookie is a data element that a website can send to your browser and store on your system. We use cookies on some of our pages to store preferences and record session information. The information collected helps us provide a more personalized service for our users.

Please refer to our Cookie Policy for detailed information on how we use cookies. The information collected from cookies helps us evaluate the effectiveness of our site, analyze trends, and manage the platform. It enables us to determine which parts of our site are most visited and identify any difficulties visitors may encounter.

This knowledge allows us to enhance your experience on the platform by delivering desired features and information and resolving access issues. We may also use cookies, web bugs, or clear gifs (typically stored in emails) to confirm receipt and response to our emails and provide a personalized experience. By continuing to use this site, you consent to the storage of cookies on your device.

Login information may be saved in cookies, so it's important to prevent unauthorized access to your password and computer. If using a shared computer, always log out properly and clear the browser's cookies.

(c) User feedback form: Our feedback form requires contact information (e.g., name and email address) to respond to your comments. We use the provided contact information to send company-related information and contact you when necessary.

(d) Site tracking: We utilize third-party service providers to gain insights into site usage. These providers place cookies on your computer's hard drive and receive selected information, such as navigation patterns, browsed pages, and general transaction details. The service provider analyzes this data and provides us with aggregate reports. It helps us better understand visitors' interests and improve our services accordingly. The information collected may be linked and combined with other data we collect while you use the platform. Our service provider(s) are contractually bound to use the information solely for our assistance and are prohibited from using it for other purposes.

4. Use of Information

We may use the information we collect for the following purposes:

To provide and improve our products and services.
To personalize your experience and tailor content to your preferences.
To communicate with you, respond to inquiries, and provide customer support.
To analyze and monitor usage patterns and trends.
To detect and prevent fraudulent activities and ensure the security of our services.
To comply with legal obligations and enforce our terms of service.

5. Data Sharing and Disclosure

We will not trade or sell your Personal Data to third parties. Your Personal Data shall only be disclosed or transferred to the following third parties appointed or authorised by the Company for the fulfilment of the Purpose of: (a) data warehouses; (b) IT service providers; (c) data analytics and/or marketing agency; (d) legal bodies as permitted or required by law such as in compliance with a warrant or subpoena issued by a court of competent jurisdiction; and/or (e) regulatory authorities applicable to you; and/or (f) safety and security personnel. In addition to the above, your Personal Data may also be disclosed or transferred to any of the Company's actual and potential assignee, transferee or acquirer (including our affiliates and subsidiaries) or our business, assets or group companies, or in connection with any corporate restructuring or exercise including our restructuring to transfer the business, assets and/or liabilities. We shall take practical steps to ensure that their employees, officers, agents, consultants, contractors and other third parties mentioned above who are involved in the collection, use and disclosure of your Personal Data will observe and adhere to the terms of this Privacy Statement.

6. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

7. Your Rights

You have certain rights regarding your personal information, including:

The right to access and obtain a copy of your personal information.
The right to rectify any inaccurate or incomplete data we hold about you.
The right to request the erasure of your personal information, subject to legal limitations.
The right to restrict or object to the processing of your personal information.
The right to data portability, allowing you to receive your data in a commonly used format or transmit it to another controller.
The right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

8. Withdrawing consent

Please note that it is obligatory for the Company to process your Personal Data for the Core Purpose as stated above, without which some services or features provided by Launchpad

XYZ may be affected. If we do not have your consent to process your Personal Data for Ancillary Purposes, we will not be able to keep you updated about our future, new and/or enhanced services and products. Nevertheless, you may stop receiving promotional activities by: (a) unsubscribing from the mailing list(s); (b) editing the relevant account settings to unsubscribe; or (c) submitting a request at the email address support@launchpad.xyz

9. Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. We encourage you to review this policy periodically. The updated policy will be effective upon posting on our website.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us at contact@launchpad.xyz