



## Privacy Policy

We respect your privacy and are committed to protecting it through our compliance with this privacy policy (“Policy”). This Policy describes the types of information we may collect from you or that you may provide (“Personal Information”) on the [vigilant.ws](https://vigilant.ws) website (“Website”), “Vigilant” mobile application (“Mobile Application”), and any of their related products and services (collectively, “Services”), and our practices for collecting, using, maintaining, protecting, and disclosing that Personal Information. It also describes the choices available to you regarding our use of your Personal Information and how you can access and update it.

This Policy is a legally binding agreement between you (“User”, “you” or “your”) and Vigilant (Pty) Ltd (“Vigilant (Pty) Ltd”, “we”, “us” or “our”). If you are entering into this Policy on behalf of a business or other legal entity, you represent that you have the authority to bind such entity to this Policy, in which case the terms “User”, “you” or “your” shall refer to such entity. If you do not have such authority, or if you do not agree with the terms of this Policy, you must not accept this Policy and may not access and use the Services. By accessing and using the Services, you acknowledge that you have read, understood, and agree to be bound by the terms of this Policy. This Policy does not apply to the practices of companies that we do not own or control, or to individuals that we do not employ or manage.

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## **Collection of personal information**

You can access and use the Services without telling us who you are or revealing any information by which someone could identify you as a specific, identifiable individual. If, however, you wish to use some of the features offered on the Services, you may be asked to provide certain Personal Information (for example, your name and email address).

We receive and store any information you knowingly provide to us when you create an account, publish content, make a purchase, or fill any forms on the Services. When required, this information may include the following:

- Account details (such as username, unique user ID, password, etc)
- Contact information (such as email address, phone number, etc)
- Basic personal information (such as name, country of residence, etc)
- Payment information (such as credit card details, bank details, etc)

You can choose not to provide us with your Personal Information, but then you may not be able to take advantage of some of the features on the Services. Users who are uncertain about what information is mandatory are welcome to contact us.

## **Use and processing of collected information**

We act as a data controller and a data processor when handling Personal Information, unless we have entered into a data processing agreement with you in which case you would be the data controller, and we would be the data processor.

Our role may also differ depending on the specific situation involving Personal Information. We act in the capacity of a data controller when we ask you to submit your Personal Information that is necessary to ensure your access and use of the Services. In such instances, we are a data controller because we determine the purposes and means of the processing of Personal Information.

We act in the capacity of a data processor in situations when you submit Personal Information through the Services. We do not own, control, or make decisions about the submitted Personal Information, and such Personal Information is processed only in accordance with your instructions. In such instances, the User providing Personal Information acts as a data controller.

In order to make the Services available to you, or to meet a legal obligation, we may need to collect and use certain Personal Information. If you do not provide the information that we request, we may not be able to provide you with the requested products or services. Any of the information we collect from you may be used for the following purposes:

- Create and manage user accounts
- Run and operate the Services

Processing your Personal Information depends on how you interact with the Services, where you are located in the world and if one of the following applies: (a) you have given your consent for one or more specific purposes; (b) provision of information is necessary for the performance of this Policy with you and/or for any pre-contractual obligations thereof; (c) processing is necessary for compliance with a legal obligation to which you are subject; (d) processing is related to a task that is carried out in the public interest or in the exercise of official authority vested in us; (e) processing is necessary for the purposes of the legitimate interests pursued by us or by a third party.

We rely on user's consent as a legal base upon which we collect and process your Personal Information.

Note that under some legislations we may be allowed to process information until you object to such processing by opting out, without having to rely on consent or any other of the legal bases above. In any case, we will be happy to clarify the specific legal basis that applies to the processing, and in particular whether the provision of Personal Information is a statutory or contractual requirement, or a requirement necessary to enter into a contract.

## **Payment processing**

In case of Services requiring payment, you may need to provide your credit card details or other payment account information, which will be used solely for processing payments. We use third-party payment processors (“Payment Processors”) to assist us in processing your payment information securely.

Payment Processors adhere to the latest security standards as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. Sensitive and private data exchange happens over a SSL secured communication channel and is encrypted and protected with digital signatures, and the Services are also in compliance with strict vulnerability standards in order to create as secure of an environment as possible for Users. We will share payment data with the Payment Processors only to the extent necessary for the purposes of processing your payments, refunding such payments, and dealing with complaints and queries related to such payments and refunds.

Please note that the Payment Processors may collect some Personal Information from you, which allows them to process your payments (e.g., your email address, address, credit card details, and bank account number) and handle all the steps in the payment process through their systems, including data collection and data processing. Where necessary for processing future or recurring payments and subject to your prior consent, your financial information will be stored in encrypted form on secure servers of our Payment Processors. The Payment Processors’ use of your Personal Information is governed by their respective privacy policies which may or may not contain privacy protections as protective as this Policy. We suggest that you review their respective privacy policies.

## **Managing information**

You are able to delete certain Personal Information we have about you. The Personal Information you can delete may change as the Services change. When you delete Personal Information, however, we may maintain a copy of the unrevised Personal Information in our records for the duration necessary to comply with our obligations to our affiliates and partners, and for the purposes described below. If you would like to delete your Personal Information or permanently delete your account, you can do so on the settings page of your account on the Services.

## **Disclosure of information**

Depending on the requested Services or as necessary to complete any transaction or provide any Service you have requested, we may share your non-personally identifiable information with our contracted companies, and service providers (collectively, "Service Providers") we rely upon to assist in the operation of the Services available to you and whose privacy policies are consistent with ours or who agree to abide by our policies with respect to your information. We will not share any information with unaffiliated third parties.

Service Providers are not authorized to use or disclose your information except as necessary to perform services on our behalf or comply with legal requirements. Service Providers are given the information they need only in order to perform their designated functions, and we do not authorize them to use or disclose any of the provided information for their own marketing or other purposes.

## **Retention of information**

We will retain and use your Personal Information for the period necessary as long as your user account remains active, to enforce our Policy, resolve disputes, and unless a longer retention period is required or permitted by law.

We may use any aggregated data derived from or incorporating your Personal Information after you update or delete it, but not in a manner that would identify you personally. Once the retention period expires, Personal Information shall be deleted. Therefore, the right to access, the right to erasure, the right to rectification, and the right to data portability cannot be enforced after the expiration of the retention period.

## **Transfer of information**

All Personal Information collected is processed and maintained within your jurisdiction, in compliance with applicable with international data protection laws. In cases where local regulations require specific security measures for data storage and processing, we ensure full compliance by implementing appropriate technical and organizational safeguards.

If any changes to our data storage practices occur, we will update this policy accordingly and notify you as required by law. Note that we are dedicated to ensuring the security of your personal data, adhering strictly to the guidelines outlined in our privacy notice and conforming to the applicable legal requirements.

## **Region specific notices**

Out of respect for your privacy, we have implemented additional measures to comply with the obligations and rights associated with the collection of Personal Information as dictated by the laws governing the regions of our users.

### **Disclosures for residents of Australia**

If you are a resident of Australia, you have certain rights in relation to your Personal Information based on the Australian Privacy Act 1988 ("Privacy Act 1988") that we comply with as part of our commitment to your privacy. This supplemental section, together with other relevant sections of the Policy, provides information about your rights and how to exercise them. Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the Privacy Act 1988.

(a) Right to access and correct: You have the right to access Personal Information we hold about you. You also have the right to request corrections to your Personal Information if you think the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

(b) Right to restrict processing: You can request that we stop or restrict the processing of your Personal Information in certain circumstances, such as when you contest the accuracy of your data.

(c) Right to data portability: You have the right to request the transfer of your Personal Information to a different service provider as long as it is technically possible to do so or directly to you.

(d) Right to not be subject to automated decision-making: You have the right to opt out of decisions based solely on automated processing of your Personal Information, particularly when these decisions have legal or similarly significant effects on you.

(e) Right to anonymity: You are generally able to use a pseudonym or remain anonymous when interacting with us. However, in some circumstances, you may have to provide certain Personal Information. For example, we may require Personal Information to assess your eligibility for a program or service. We will inform you if you are not able to remain anonymous or use a pseudonym when dealing with us.

### **Disclosures for residents of Brazil**

If you are a resident of Brazil, you have certain rights in relation to your Personal Information based on the Brazilian General Data Protection Law (“LGPD”) that we comply with as part of our commitment to your privacy. This supplemental section, together with other relevant sections of the Policy, provides information about your rights and how to exercise them. Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the LGPD.

(a) Right to know and access: You have the right to confirm whether we process your Personal Information and, if so, access it. This ensures you are fully informed about the data we hold and how it's used.

(b) Right to correct: You have the right to correct Personal Information if you find any of it in our possession to be incorrect or outdated as we are committed to maintaining the accuracy and relevance of your Personal Information.

(c) Right to anonymize and block: You can request the anonymization or blocking of Personal Information that is unnecessary, excessive, or not processed in compliance with the LGPD.

(d) Right to data portability: You have the right to transfer your data to another service provider or product supplier, promoting your freedom to choose services without losing your data history.

(e) Right to delete: If we have processed your data based on consent, you can request its deletion, except where law requires or permits us to retain it.

(f) Right to information about third parties: You can ask about the third parties with whom we share your data, ensuring transparency in our data sharing practices.



(g) Right to information on consent denial: You have the right to be informed about the consequences of not providing consent to make informed decisions about the use of your Personal Information.

(h) Right to withdraw consent: You can withdraw your consent for data processing at any time to ensure control over your Personal Information.

(i) Right to review automated decisions: You can request a review of decisions made solely based on automated processing of your data to ensure fairness and accuracy in processes that significantly impact you.

### **Disclosures for residents of Canada**

If you are a resident of Canada, you have certain rights in relation to your Personal Information based on the Personal Information Protection and Electronic Documents Act (“PIPEDA”) that we comply with as part of our commitment to your privacy. This supplemental section, together with other relevant sections of the Policy, provides information about your rights and how to exercise them. Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the PIPEDA.

(a) Right to access: You have the right to access the Personal Information we hold about you if you wish to review, verify, or correct your information.

(b) Right to correct: We strive to maintain the accuracy of your Personal Information and will promptly make necessary corrections when you identify inaccuracies in your data.

(c) Right to withdraw consent: You can withdraw your consent regarding the handling of your Personal Information at any time, subject to legal or contractual limitations.

(d) Right to complain: You have the right to file a complaint with the Privacy Commissioner of Canada if you feel your Personal Information is being handled in a way that violates PIPEDA.

(e) Right to challenge compliance: You can challenge our compliance with PIPEDA, including how we handle your Personal Information, consent, access requests, and how we respond to your correction requests.

(f) Right to know about breaches: You have the right to be notified in cases of a security breach involving your Personal Information that poses a real risk of significant harm.

## **Disclosures for residents of the EU/EEA and the UK**

If you are a resident of the European Union (“EU”), the European Economic Area (“EEA”), or the United Kingdom (“UK”), you have certain rights in relation to your Personal Information based on the GDPR and the UK DPA that we comply with as part of our commitment to your privacy. Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the GDPR and the UK DPA.

(a) Right to withdraw consent: You have the right to withdraw consent where you have previously given your consent to the processing of your Personal Information. To the extent that the legal basis for our processing of your Personal Information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

(b) Right to access: You have the right to learn if your Personal Information is being processed by us, obtain disclosure regarding certain aspects of the processing, and obtain a copy of your Personal Information undergoing processing.

(c) Right to rectification: You have the right to verify the accuracy of your information and ask for it to be updated or corrected. You also have the right to request us to complete the Personal Information you believe is incomplete.

(d) Right to object to the processing: You have the right to object to the processing of your information if the processing is carried out on a legal basis other than consent. Where Personal Information is processed for the public interest, in the exercise of an official authority vested in us, or for the purposes of the legitimate interests pursued by us, you may object to such processing by providing a ground related to your particular situation to justify the objection.

(e) Right to restrict processing: You have the right, under certain circumstances, to restrict the processing of your Personal Information. These circumstances include: the accuracy of your Personal Information is contested by you and we must verify its accuracy; the processing is unlawful, but you oppose the erasure of your Personal Information and request the restriction of its use instead; we no longer need your Personal Information for the purposes of processing, but you require it to establish, exercise or defend your legal claims; you have objected to processing pending the verification of whether our legitimate grounds override your legitimate grounds. Where processing has been restricted, such Personal Information will be marked accordingly and, with the exception of storage, will be processed only with your consent or for the establishment, to exercise or defense

of legal claims, for the protection of the rights of another natural, or legal person or for reasons of important public interest.

(f) Right to delete: You have the right, under certain circumstances, to obtain the erasure of your Personal Information from us. These circumstances include: the Personal Information is no longer necessary in relation to the purposes for which it was collected or otherwise processed; you withdraw consent to consent-based processing; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are exclusions of the right to erasure such as where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, to exercise or defense of legal claims.

(g) Right to data portability: You have the right to receive your Personal Information that you have provided to us in a structured, commonly used, and machine-readable format and, if technically feasible, to have it transmitted to another controller without any hindrance from us, provided that such transmission does not adversely affect the rights and freedoms of others.

(h) Right to complaint: You have the right to complain to a data protection authority about our collection and use of your Personal Information. If you are not satisfied with the outcome of your complaint directly with us, you have the right to lodge a complaint with your local data protection authority. For more information, please contact your local data protection authority in the EU or the EEA. This provision is applicable provided that your Personal Information is processed by automated means and that the processing is based on your consent, on a contract which you are part of, or on pre-contractual obligations thereof.

### **Disclosures for residents of New Zealand**

If you are a resident of New Zealand, you have certain rights in relation to your Personal Information based on the New Zealand's Privacy Act 2020 ("Privacy Act 2020") that we comply with as part of our commitment to your privacy. This supplemental section, together with other relevant sections of the Policy, provides information about your rights and how to exercise them. Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the Privacy Act 2020.

(a) Right to Access: You have the right to access your Personal Information that we hold, enabling you to review and understand the data we have about you for transparency and accuracy.

(b) Right to Correction: If your Personal Information is incorrect or outdated, you have the right to request its correction, ensuring that the information we hold is accurate and up-to-date.

(c) Right to Make a Complaint: If you believe your privacy rights have been breached, you have the right to make a complaint to a data protection authority.

(d) Right to Object to Automated Decision-making: You can object to decisions made solely on automated processing of your Personal Information that have significant effects on you, ensuring a fair and transparent decision-making process.

(e) Right to Data Portability: Where applicable, you have the right to request the transfer of your Personal Information to another service provider if technically possible or directly to you.

(f) Right to Anonymity and Pseudonymity: Where possible, you have the option to interact with us without revealing your identity or by using a pseudonym, offering flexibility and control over your personal engagement.

(g) Notification of Data Breaches: In the event of a data breach that may harm your privacy, we will notify you promptly, taking immediate steps to mitigate any potential impacts.

## **Disclosures for residents of the USA**

If you are a resident of California, Colorado, Connecticut, Delaware, Iowa, Maryland, Utah, or Virginia, you have certain rights and we aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Information. This supplemental section, together with other relevant sections of the Policy, provides information about your rights and how to exercise them under the California Consumer Privacy Act and the California Privacy Rights Act (collectively, “CCPA”), the Colorado Privacy Act (“CPA”), the Connecticut Data Privacy Act (“CDPA”), the Delaware Online Privacy and Protection Act (“DOPPA”), the Iowa Consumer Data Protection Act (“ICDPA”), the Maryland Personal Information Protection Act (“PIPA”), the Utah Consumer Privacy Act (“UCPA”), the Virginia Consumer Data Protection Act (“VCDPA”), and any and all regulations arising therefrom. Unless otherwise expressly stated, all terms in this section have the same meaning as defined in the related state laws.

In addition to the rights as explained in this Policy, if you provide Personal Information as defined in the statute to obtain Services for personal, family, or household use, you have the right to submit requests related to your Personal

Information once a calendar year. Note that there are circumstances when we may not be able to comply with your request such as when we are not able to verify your request or find that providing a full response conflicts with other legal obligations or regulatory requirements. You will be notified if it's the case.

(a) Right to know and right to access: You have the right to request certain information we have collected about you. Once we receive and confirm a verifiable request from you, we will disclose to you, to the extent permitted by law:

- The specific pieces of Personal Information we hold about you.
- The categories of sources from which Information about you is collected.
- The purposes for collecting, selling, or sharing your Personal Information.

You have the right to request that the Personal Information is delivered in a format that is both portable and easily usable, as long as it is technically possible to do so.

(b) Right to correct: You have the right to request that we correct your inaccurate Personal Information taking into account the nature of the Personal Information and the purposes of the processing of the Personal Information.

(c) Right to delete: You have the right to request deletion of your Personal Information.

(d) Right to opt-out of the sale and sharing: You have the right to opt-out of the sale of your Personal Information which may include selling, disclosing, or transferring Personal Information to another business or a third party for monetary or other valuable consideration.

(e) Right to consent to or limit the use of your sensitive personal information: You have the right to consent to the use of your Sensitive Personal information and to direct us to restrict its use and disclosure solely to what is essential for carrying out or delivering the Services in a manner reasonably anticipated by an average user, or for certain business objectives as specified by law. However, we do not use Sensitive Personal Information for any purposes other than those legally permitted or beyond the scope of your consent.

(f) Right to non-discrimination: You have the right to not be discriminated against in the Services or quality of Services you receive from us for exercising your rights. We may not, and will not, treat you differently because of your data subject request activity, and we may not and will not deny goods or Services to you, charge different rates for goods or Services, provide a different level quality of

goods or Services, or suggest that we would treat you differently because of your data subject request activity.

(g) Shine the Light: California residents that have an established business relationship with us have the right to know how their personal information is disclosed to third parties for their direct marketing purposes under California's "Shine the Light" law, or the right to opt out of such practices.

To exercise any of your rights, simply contact us using the details below. After we receive and verify your request, we will process it to the extent possible within our capabilities.

### **Other countries and general privacy rights**

If you reside in a country not specifically mentioned in this policy, we are committed to protecting your personal data in accordance with internationally recognized privacy principles. Users from these regions may have rights similar to those outlined above and other data protection laws. These rights include:

- The right to access, correct, or delete your personal data.
- The right to restrict or object to certain types of processing.
- The right to withdraw consent for data processing.
- The right to data portability, where applicable.
- The right to opt out of targeted advertising and data sales, where required by law.
- The right to file a grievance with a relevant data protection authority.
- The right to nominate a representative to exercise your privacy rights on your behalf, if permitted by applicable regulations.

### **How to exercise your rights**

Any requests to exercise your rights can be directed to us through the contact details provided in this document. Please note that we may ask you to verify your identity before responding to such requests. Your request must provide sufficient information that allows us to verify that you are the person you are claiming to be or that you are the authorized representative of such person. If we receive your request from an authorized representative, we may request evidence that you have provided such an authorized representative with power of attorney or that the authorized representative otherwise has valid written authority to submit requests on your behalf.

You must include sufficient details to allow us to properly understand the request and respond to it. We cannot respond to your request or provide you with Personal Information unless we first verify your identity or authority to make such a request and confirm that the Personal Information relates to you.

## **Data analytics**

Our Services may use third-party analytics tools that use cookies, web beacons, or other similar information-gathering technologies to collect standard internet activity and usage information. The information gathered is used to compile statistical reports on User activity such as how often Users visit our Services, what pages they visit and for how long, etc. We use the information obtained from these analytics tools to monitor the performance and improve our Services.

## **Privacy of children**

We do not knowingly collect any Personal Information from children under the age of 13. If you are under the age of 13, please do not submit any Personal Information through the Services. If you have reason to believe that a child under the age of 13 has provided Personal Information to us through the Services, please contact us to request that we delete that child's Personal Information from our Services.

We encourage parents and legal guardians to monitor their children's Internet usage and to help enforce this Policy by instructing their children never to provide Personal Information through the Services without their permission. We also ask that all parents and legal guardians overseeing the care of children take the necessary precautions to ensure that their children are instructed to never give out Personal Information when online without their permission.

## **Do not sell my personal information**

You have the right to choose not to have your Personal Information sold or disclosed by contacting us. Upon receiving and verifying your request, we will cease the sale and disclosure of your Personal Information. Be aware, however, that opting out of data transfers to our third parties might affect our ability to provide certain Services you have signed up for. We reserve the right to reject opt-out requests in certain situations as permitted by the CCPA, such as when the sale of Personal Information is required for us to fulfill legal or contractual duties.

## **Do Not Track signals**

Some browsers incorporate a Do Not Track feature that signals to websites you visit that you do not want to have your online activity tracked. Tracking is not the same as using or collecting information in connection with a website. For these purposes, tracking refers to collecting personally identifiable information from users who use or visit a website or online service as they move across different websites over time. How browsers communicate the Do Not Track signal is not yet uniform. As a result, the Services are not yet set up to interpret or respond to Do Not Track signals communicated by your browser. Even so, as described in more detail throughout this Policy, we limit our use and collection of your Personal Information. For a description of Do Not Track protocols for browsers and mobile devices or to learn more about the choices available to you, visit [internetcookies.com](http://internetcookies.com)

## **Social media features**

Our Services may include social media features, such as the Facebook and Twitter buttons, Share This buttons, etc (collectively, "Social Media Features"). These Social Media Features may collect your IP address, what page you are visiting on our Services, and may set a cookie to enable Social Media Features to function properly. Social Media Features are hosted either by their respective providers or directly on our Services. Your interactions with these Social Media Features are governed by the privacy policy of their respective providers.

## **Links to other resources**

The Services contain links to other resources that are not owned or controlled by us. Please be aware that we are not responsible for the privacy practices of such other resources or third parties. We encourage you to be aware when you leave the Services and to read the privacy statements of each and every resource that may collect Personal Information.

## **Information security**

We secure information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use, or disclosure. We maintain reasonable administrative, technical, and physical safeguards in an effort to protect against unauthorized access, use, modification, and disclosure of Personal Information in our control and custody. However, no data transmission over the Internet or wireless network can be guaranteed.



Therefore, while we strive to protect your Personal Information, you acknowledge that (a) there are security and privacy limitations of the Internet which are beyond our control; (b) the security, integrity, and privacy of any and all information and data exchanged between you and the Services cannot be guaranteed; and (c) any such information and data may be viewed or tampered with in transit by a third party, despite best efforts.

As the security of Personal Information depends in part on the security of the device you use to communicate with us and the security you use to protect your credentials, please take appropriate measures to protect this information.

## **Data breach**

In the event we become aware that the security of the Services has been compromised or Users' Personal Information has been disclosed to unrelated third parties as a result of external activity, including, but not limited to, security attacks or fraud, we reserve the right to take reasonably appropriate measures, including, but not limited to, investigation and reporting, as well as notification to and cooperation with law enforcement authorities.

In the event of a data breach, we will make reasonable efforts to notify affected individuals if we believe that there is a reasonable risk of harm to the User as a result of the breach or if notice is otherwise required by law. When we do, we will send you an email. In jurisdictions where required, we may also report the breach to relevant authorities in accordance with applicable data protection regulations.

## **Changes and amendments**

We reserve the right to modify this Policy or its terms related to the Services at any time at our discretion. When we do, we will revise the updated date at the bottom of this page, post a notification within the Services. We may also provide notice to you in other ways at our discretion, such as through the contact information you have provided.

An updated version of this Policy will be effective immediately upon the posting of the revised Policy unless otherwise specified. Your continued use of the Services after the effective date of the revised Policy (or such other act specified at that time) will constitute your consent to those changes. However, we will not, without your consent, use your Personal Information in a manner materially different than what was stated at the time your Personal Information was collected.

## **Acceptance of this policy**

You acknowledge that you have read this Policy and agree to all its terms and conditions. By accessing and using the Services and submitting your information you agree to be bound by this Policy. If you do not agree to abide by the terms of this Policy, you are not authorized to access or use the Services.

## **Contacting us**

If you have any questions, concerns, or complaints regarding this Policy, the information we hold about you, or if you wish to exercise your rights, we encourage you to contact us using the details below:

[joe@vigilant.ws](mailto:joe@vigilant.ws)

We will attempt to resolve complaints and disputes and make every reasonable effort to honor your wish to exercise your rights as quickly as possible and in any event, within the timescales provided by applicable data protection laws.

If you believe your concerns have not been adequately addressed, you may escalate the matter to the appropriate data protection authority in your region, in accordance with applicable privacy laws.