

Kore Inc. (“Kore”)

Kore Inc. Privacy Policy Updated as of 23 September 2024

Protecting your privacy is important to us. This Privacy Policy (the “Policy”) explains how Personal Information (as defined below) about you is collected, used, and disclosed by Kore Inc. (“Kore”) with respect to your use of this website, desktop, or mobile applications, whether through the main domain(s) or private-label subdomains (the “System”), and your use of our products and services, including but not limited to our subscription services (the “Services”) and when you participate in promotional activities, surveys, or other communications with Kore. This Policy may change from time to time at our sole discretion. How we collect personal information and what personal information we collect

We may collect information that can identify you (“Personal Information”) when (i) you register to access and use our System, (ii) you order our Services or request information about the Services, (iii) you participate in certain promotional activities, complete surveys, and correspond with us. We may also collect your Personal Information from other offline sources, such as when you call us by phone, visit us at an event, or participate in a contest.

The Personal Information we collect includes your name, mailing address, phone number, e-mail address, and other information as required for you to access and use our System and to provide you with the Services. This includes your payment information. We may also require background checks when you order the Services.

In addition to Personal Information, we may also collect information when you register for and use our System and Services, such as: when you access the System, upload and download documents, the type of documents our users upload and download logging activity, and user demographic information including gender, age, business title, and industry (“User Data”). The User Data is anonymized and aggregated. Kore does not view or collect the actual documents or their content that is uploaded or downloaded on the System. Kore only collects User Data from the System and the Services.

Finally, we may also automatically collect information when you use our System. This may include the browser you used to come to our System, the Uniform Resource Locator (“URL”) of the website that you just visited before visiting our System, your access times, language, your usage and activity on our System, your location, any search terms you entered, which URL you go to next, and your Internet Protocol (“IP”) address. We may use third-party analytics, cookies, and other online tracking technologies to help us collect information of users who visit our System.

Age Limitations

Kore does not allow the use of our platform or services and System by anyone younger than 18 years old. If you learn that anyone younger than 18 has unlawfully provided us with personal data, please contact us and we will take steps to delete such information.

Use of your Personal Information

Kore may use your Personal Information for various purposes, which includes:

Regulatory: Depending on your use of the application and services, for regulatory purposes including but not limited to identity verification, KYC/AML, and other such compliance-mandated uses.

Browsing: To help run our System more efficiently, to gather broad demographic information, and to monitor the level of activity on our System, as the case may be;

Technical support: When you request technical support for your Kore System or Services information may be required so that we can identify your products or systems, understand the configuration of your products, diagnose your questions, and provide solutions.

Online surveys and polling: When you volunteer to complete surveys or participate in polls, information is used to improve our products and services.

Promotional activities: When you enter a contest or other promotion, to administer the program or activity, to send you promotional e-mail, notify winners and make the winners' list publicly available in compliance with laws which may apply to such activities.

Newsletters and promotional e-mail: As a service to our customers, we may mail to you (via e-mail or Postal Service) newsletters, promotional information and other information using your Personal Information. These mailings will only be sent to you if you have agreed to receive them and have not opted out at the time of sending. You may choose to stop receiving our newsletter or marketing emails by following the unsubscribe instructions included in these emails or you can contact us at privacy@Korecorp.com.

Contact information: If you contact us, we may keep a record of your correspondence or comments, including any information therein. We use this information to help us provide you with better service.

System and Services: to register your account on our System, as the case may be, to authenticate when you log into your account, and to provide you with. We also use your Personal Information to administer and process our System and Services;

Generating statistics: measure our System activities, personalize your experience on our Systems, and detect and prevent security threats; and help us develop and market our brand, products, services, promotions and advertising.

Service-related Announcements

We will send you service-related announcements on occasions when it is necessary to do so. For instance, if our System or Services, as the case may be, are temporarily suspended for maintenance, we might send you an e-mail. Generally, you may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Updating/Accessing/Amending/Correcting Personal Information

If your Personal Information changes, or if you no longer desire to access our System or Services, you may correct, update, amend, delete/remove it by making the change within your Personal Profile on the secure portal at platform.Korecorp.com or by emailing privacy@Kore.com

We may require that you provide us with acceptable verification of your identity before providing access to such information.

Disclosing your Personal Information

Kore may disclose your Personal Information to third parties such as suppliers, service providers, contractors or agents (including our affiliates acting in this capacity) that perform services on our behalf such as processing and delivery of our Services, customer relations, customer service, call campaigns, marketing, information technology and/or data hosting or processing services or similar services, or otherwise to collect, use, disclose, store or process Personal Information on our behalf for the purposes described in this Policy.

Kore (or part of it) or its related entities could merge with or be acquired by another business entity or their respective assets could be acquired. Should such a combination or acquisition occur, you should expect that Kore would share some or all of your Personal Information to continue serving you and other users of our Service.

Occasionally, we may be required by law enforcement or judicial authorities to provide your Personal Information to the appropriate authorities. We will disclose your Personal Information if required by law, upon receipt of a court order or subpoena, or to cooperate with a law enforcement investigation. We reserve the right to report to law enforcement authorities any activities that we, in good faith, believe to be unlawful.

Protecting your Personal Information

Kore will store and maintain your Personal Information for so long as that information is required for the purposes described in this Policy and for a reasonable period of time thereafter in case we are required to confirm or verify such information. While Kore does not guarantee that unauthorized access will never occur; Kore has implemented reasonable safeguards appropriate to the sensitivity of your Personal Information, in preventing unauthorized disclosure, access or loss.

If Kore uses third parties such as service providers, Kore requires such service providers to use similar safeguards to those used by Kore and also requires service providers to limit access to your Personal Information and to keep it strictly confidential. Service providers are only permitted to use your Personal Information for the sole purpose of carrying out services on behalf of Kore.

Your Personal Information may be stored and/or processed or otherwise used by or on behalf of Kore both inside and outside of USA, Canada. If a service provider is located outside Canada, your Personal Information may be processed and stored in a country that has laws that are different

from those in Canada, and where the government (e.g. the United States) may be able to obtain disclosure of your Personal Information under local laws.

The security of your Personal Information is important to us. When you enter sensitive information (such as credit card number and/or social insurance number/social security number, national ID, and other personal information) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL) with the most secure level of encryption available. To learn more about SSL, follow this [link](#).

Invited User or Company

If you provide us Personal Information, notably during your use of the System and Services about others, or if others give us your Personal Information, we will only use this Personal Information for the specific reason for which it was provided to us.

Links to other websites

Parts of our System and Services may contain links to our subsidiaries and third-party websites for your convenience and information. If you use these links, you will leave our System. When you access these other sites, please understand that we do not control the content and are not responsible for the privacy practices of that website. We suggest that you carefully review the privacy policies of each website you visit. This Policy does not apply to the information practices of those websites linked to our System. These other sites may send their own cookies to users, collect data, or solicit Personal Information and Kore is not responsible for any collection or processing of

Personal Information by these other sites.

Customer Testimonials/Comments/Reviews

We post customer testimonials/comments/reviews on our System which may contain Personal Information. We do obtain the customer's consent to post their name along with their testimonial via email or other written method prior to posting the testimonial.

Widgets

Our Web site includes Widgets, which are interactive mini-programs that run on our site to provide specific services from another company (e.g. displaying industry news etc). Personal information, such as your email address, may be collected through the Widget. Cookies may also be set by the Widget to enable it to function properly. Information collected by this Widget is governed by the privacy policy of the company that created it.

Privacy policies of other websites

Our System contains links to other websites. Our privacy policy applies only to our System, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 January 2019.

Contact Information

Kore Inc. welcomes your comments and questions regarding this Policy and the use of your Personal Information. Please contact us by e-mail at privacy@Kore.com.

Cookies

This cookie statement was last updated on 01 October 2020 and applies to residents of the United States, Canada, United Kingdom, Europe,, Australia, Singapore, India, New Zealand, Taiwan and China.

Introduction

Our website, <https://Koreconx.com>, and other Kore websites (collectively “the website”) use cookies and other related technologies (for convenience, collectively referred to as “cookies”). Cookies may also be placed by third parties with whom we connect. We describe below what cookies are and how we use them on our websites.

What are cookies?

A cookie is a small file that is sent along with pages of a website and stored by your browser on the hard drive of the device with which you access the websites (such as your computer and mobile phone). When you visit the web sites next time, your web browser and our web sites can help a website deliver a more user-friendly service by, for example, remembering some of the details of your previous visit to that website.

What are scripts?

A script is a computer program that allows our websites to function correctly and also provides interactivity with users.

What is a web beacon?

A web beacon or a tracking pixel is a small and usually invisible piece of text or image on a website that is used to monitor traffic on a website.

Consent

You consent to us using cookies, as described in this cookie statement. You can disable the use of cookies in your browser; however, this may affect the functionality of our website.

Cookies are classified in various ways based on their origin and use. While our websites may not use all of these types, we describe them below:

Cookies from third-party sites

We may have agreements with third-party sites to which our System connects. Such third parties are independent parties and as such, we cannot guarantee that these third parties handle your personal data in a reliable or secure manner. Therefore, we recommend that you read the privacy

statements of these companies. Please be aware that some of those companies may combine that information with information they have collected from you elsewhere.

Technical or functional cookies

These are cookies that ensure certain parts of the website work properly and that your user preferences remain known. By placing functional cookies, we make it easier for you to visit our website. For example, when you visit our website, you may not have to enter the same information repeatedly, such as the products or services in which you showed interest. (We may place these cookies on your computer without your consent.)

EU Residents:

Analytical cookies

We use analytical cookies to optimize the website experience for our users. With these analytical cookies we get insights in the usage of our website. We ask your permission to place analytical cookies.

Advertising cookies

We may use advertising cookies, which enable us to personalize the advertisements for you and help us (and our third parties) gain insights into the results of campaigns.

EU / UK Residents: Because these cookies are marked as tracking cookies, we ask your permission to place these.

Social media buttons

On our website, we have included buttons for Facebook, Twitter and LinkedIn to promote webpages (e.g. “like”, “pin”) or share (e.g. “tweet”) on social networks such as Facebook, Twitter, and LinkedIn. These buttons work using pieces of code from the social media sites themselves. These social media buttons and their code may place cookies, store certain information to personalize your experience on the web site.

Please read the privacy statement of these social networks (which can change frequently)/

Your rights with respect to personal data

You have the following rights with respect to your personal data:

- you may submit a request for an overview or access to the data we process about you;
- you may request correction or deletion of the data if it is incorrect, no longer relevant, or to ask to restrict the processing of the data.

Important Information for California Residents:

Although we do not formally sell personal information, the information transferred to service providers via “Functional Cookies” or “Marketing Cookies” might constitute a “sale” under the California Consumer Privacy Act. In order to opt-out of the “sale” of your information, turn off “Functional Cookies” and “Marketing Cookies” in your browser and save your preferences.

Important Information for Canadian Residents:

- You may request correction or deletion of the data if it is incorrect or no longer relevant. Where appropriate, the amended information shall be transmitted to third parties having access to the information in question.
- You have the right to withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. You will be informed of the implications of such withdrawal.
- You have the right to address a challenge concerning non-compliance with PIPEDA and, if the issue is not resolved, to the Office of the Privacy Commissioner of Canada.

Important Information for UK and EU Residents:

- Right to know: You have the right to know why your personal data is needed, what will happen to it, and for how long it will be retained.
- Right of access: You have the right to access your personal data that is known to us.
- Right to rectification: you have the right to supplement, correct, have deleted, or block your personal data.
- Right to revoke consent: If you give us your consent to process your data, you have the right to revoke that consent and to have your personal data deleted.
- Right to transfer your data: you have the right to request all your personal data from the controller and transfer it in its entirety to another controller.
- Right to object: you may object to the processing of your data. We comply with this, unless there are justified grounds for processing.

To exercise these rights, please contact us. If you have a complaint about how we handle your data, we would like to hear from you. UK Residents also have the right to submit a complaint to the Information Commissioner's Office (ICO). EU Residents also have the right to submit a complaint to the Data Protection Authority.

Enabling/disabling and deleting cookies

You can use your browser to automatically or manually delete cookies, specify that certain cookies may not be placed, or have your browser alert you each time a cookie is placed. For more information about these options, please visit the following links:

- [Internet Explorer](#)
- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Opera](#)
- [Safari](#)
- [Microsoft Edge](#)
- [Samsung Browser](#)

Contact details

For questions and/or comments about our cookie policy and this statement, please contact us by using the following contact details:

Kore, Inc.
1 World Trade Center, Suite 8500
New York, NY, 10007
United States
Website: <https://koreconx.com>
Email: privacy@Koreconx.com