

Privacy policy-Deepminer

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Overview

Welcome to Deepminer, provided by MININGLAMP INTELLIGENCE PTE. LTD.

Your trust is of utmost importance to us. We deeply understand the significance of your personal data, and we are committed to strictly complying with relevant laws and regulations while implementing industry-leading security measures to protect and maintain control over your personal data.

To this end, we have established this Privacy Policy (the "Policy") to help you fully understand how we collect, use, store, protect, and manage your personal data when you use our services, as well as your rights regarding the management of your personal data, enabling you to make informed choices.

Before using Deepminer's services, please carefully read and fully understand the entire content of this Policy. By beginning to use our services, you acknowledge that you have understood and agreed to the data processing practices described in this Policy. If you disagree with any part of this Privacy Policy, we recommend that you immediately cease using our products or services.

In this Privacy Policy, "Deepminer," "we," "us," and "our" refer to Deepminer and its affiliates. "Personal Data" means any data relating to an identified or identifiable natural person. "User," "you," and "your" refer to individuals who use our services.

1. Your Data We May Collect

1.1 When you register to use Deepminer, we collect the following information:

- (1) Phone Number: Used for SMS verification, account registration, login, and receiving notifications related to Deepminer services.
- (2) Email: Used for account registration, login, and receiving notifications related to Deepminer services.
- (3) Username: Used to identify your account and provide personalized services.
- (4) Company Name: Used to associate your account with your business information.
- (5) Place of Residence: Used to verify your identity and potential service area requirements.

1.2 When you visit our Website to browse, read, or download information from the Website, your web browser will automatically send us (and we may retain) the following information:

- (1) Internet domain through which you access the internet.
- (2) Internet Protocol ("IP") address of the computer you are using.
- (3) Type of browser software and operating system you are using.
- (4) Date and time you access our Website.

1.3 When you use Deepminer service, we collect user content (Includes the information you input and upload, the instructions you issued, the responses Deepminer generated, and your usage of Deepminer), and communication content (any communications we exchange, including chatbot interface communications, survey responses, or feedback).

1.4 If the information you input and upload contain personal data, you should ensure that the source of such data is legitimate and has obtained the consent of the personal data subject. If this violates the law or causes losses to us or third parties, you shall bear the corresponding responsibility on your own.

2. How We Use Your Data

2.1 We use your personal data primarily for the following purposes:

2.1.1 To create and maintain your account, and provide you with services, which is necessary for fulfilling our contract with you.

2.1.2 When providing customer support, we use your account information, communication content, service usage data. We rely on legitimate interests to process this information, particularly the interest in ensuring you can optimally use Deepminer.

2.1.3 To facilitate the security, integrity, and protection of the Services, we process your basic information, application information, browser and device information, service usage data, and other information you submit, based on the legitimate interest of maintaining effective operation and delivery of the Services.

2.1.4 To comply with legal and regulatory obligations, based on the legitimate interest of complying with laws in the jurisdictions where we operate, responding to requests, and fulfilling corporate responsibilities.

2.1.5 To customize your service experience and improve our Services, we process your service usage data, based on the legitimate interest of understanding how users interact with the services, and to ensure reports are accurate and reliable. Under the premise of being processed by security encryption technology, we use the information you input and upload in Deepminer for our artificial intelligence model training to continuously adjust and optimize the model effect and product experience.

2.1.6 During your use of our AI product, in order to continuously optimize product performance and enhance service quality, we may use the content you generate while using the product (including but not limited to the text you input, the files you upload, and the interaction information with the product, etc.) to train our artificial intelligence model. If you refuse to share the above-mentioned data with us for model training, you can go to the user center and make settings in the relevant function module to independently choose whether to allow us to use your content for model training.

2.2 We handle your personal data with the utmost care and transparency, we process your data only when:

2.2.1 You give us explicit permission to do so.

2.2.2 It's necessary to provide our services to you.

2.2.3 We need to comply with legal obligations.

2.3 All data processing activities are conducted in strict compliance with applicable data protection laws and regulations.

3. How We Share Your Data

Subject to compliance with laws and regulations, we share data in the following circumstances:

3.1 Sharing under Legal Circumstances: We may share data with external parties in accordance with legal requirements, for dispute resolution purposes, or in response to lawful requests from administrative or judicial authorities.

3.2 Sharing with Affiliated Companies: To better provide you with products and services, we will share data with our group companies or affiliated companies. We and our group companies or affiliated companies will protect service-related data in accordance with laws and regulations, maintaining standards no less stringent than those required by this policy.

3.3 Asset Transaction Scenarios: During company mergers, acquisitions, reorganizations, bankruptcy, or other changes in control, your information may be transferred as a transaction asset.

3.4 Disclosure at Your Request: When you explicitly instruct or contractually stipulate disclosure.

3.5 Please note: Our Services may include links to third-party websites (such as social media), whose privacy policies are independent of ours. Please be aware that when you leave Deepminer Services for other websites or use other services, even if accessed through links provided by Deepminer, we cannot and have no obligation to protect the personal information you provide on these third-party platforms.

4. How Long We Keep Your Data

We retain your personal data only for as long as necessary to provide the Services, fulfill legal obligations, or protect relevant rights. We consider factors such as when the information was collected, service requirements, legal requirements, and security factors to determine retention periods. When information is no longer needed or you request deletion, we will promptly process it. We are committed to respecting your control over your personal data while meeting our business needs.

5. How We Protect Your Data

5.1 The security and confidentiality of your data is important to us. We implement appropriate physical, administrative, and technical measures and safeguards designed to protect your data from loss, theft, misuse, alteration, unlawful or unauthorized access, use, or disclosure.

5.2 Deepminer also relies on reasonable measures to safeguard your data in our possession, including:

5.2.1 Enforcement of group-wide policies and procedures on Personal Data use, security and confidentiality.

5.2.2 Restricting access to Personal Data to only those employees and third-party service providers on a “need to know” basis and under strict confidentiality requirements.

5.2.3 Use of technologies to safeguard data during transmission, such as SSL encryption for some of the data that you provide via the Website and using appropriate security measures to safeguard the data we collect and possess.

5.2.4 Use of industry-standard measures and processes for detecting and responding to inappropriate attempts to breach our computer systems and networks.

5.3 However, the internet and any communication thereon cannot be guaranteed to be secure at all times, and we cannot ensure or warrant that we provide absolute 100% protection.

5.4 In the event of a data breach that may affect your personal data, we will promptly initiate an investigation and implement necessary remedial actions. As required by applicable law, we will notify affected users without undue delay and provide you with relevant information about the breach .

6. Your Rights Regarding Your Personal Data

6.1 You have the following rights in relation to your personal data. Please note that certain rights may apply only under specific circumstances and can vary based on the legal basis of data processing or your location:

6.1.1 The right to enquire about processing of your personal data and, if we are processing it, to learn about details of that processing (as well as obtaining a copy of your personal data);

6.1.2 The right to ask us to correct any personal data that we hold about you that is inaccurate or incomplete;

6.1.3 The right to ask us to delete personal data that we hold about you;

6.1.4 The right to object to how we are processing your personal data, and to request restrictions on how we are processing your personal data;

6.1.5 The right to withdraw consent. When we process information based on your consent, you can withdraw that consent at any time. This will not affect the lawfulness of our processing of your information prior to your withdrawal.

6.2 If you have any questions about the processing of personal data covered by this Privacy Policy, please contact us through the official email set out at the end of this Policy. We will get back to you as soon as possible.

7. How We Use Cookies

7.1 Like many websites, Deepminer uses technologies, such as cookies and web beacons, which allow us to make your visit to our website easier, more efficient and more valuable by providing you with a customized experience and recognizing you when you return.

7.2 Our cookies do not read personal data off of your hard disk or read cookie files created by other sites. Accepting The cookies used on our website may give us access to information about your browsing behavior while on our web pages, which we may use to personalize your experience and track user traffic patterns. We do this in order to determine the usefulness of our website information based on the needs of our users, and to assess how effectively our navigational structure helps users reach needed sources of information.

7.3 If you prefer not to receive cookies while browsing our website, you can set your browser to prompt you before it accepts cookies or refuse the cookie when your browser alerts you to its presence. You can also refuse all cookies by turning them off in your browser.

8. Children's Personal Data

8.1 Deepminer encourages parents and guardians to take an active role in their children's online activities. Deepminer does not sell or offer products and services to children. As such, our Website is designed for adult user interaction. We do not intentionally collect personal data from individuals under the applicable age of consent, which varies by jurisdiction.

8.2 However, due to the limitations of existing technology, We can not actively identify the data of the children. If you are a parent or legal guardian and believe that the minor under the applicable age of consent has disclosed Personal Data to us, please contact us using the contact details provided in this Privacy Policy. If we learn that we have

inadvertently gathered Personal Data from an individual below the applicable age of consent, we will take reasonable measures to promptly remove that data from our records.

9.International Data Transfers

To support global business operations, we may transfer, store, and process your personal data worldwide (including in Singapore). We strictly adhere to the legal data transmission mechanism and local regulations to ensure your personal data receives appropriate protection during cross-border transfers

10.Others

10.1 This Privacy Policy shall be governed by and construed in accordance with applicable data protection laws. For users in different jurisdictions, the relevant local data protection laws shall apply in addition to this policy.

10.2 We may update this Privacy Policy from time to time to reflect changes in our products and services or for other operational, legal, or regulatory reasons. All policy changes will be posted on this page, and significant changes will be communicated to you with reasonable notice as required by law. You can always check the date at the top of the page to know when the policy was last updated.

11 Contact Us

If you have any questions, suggestions, or complaints, please contact us through our official email: deepminerservice@gmail.com We will get back to you as soon as possible.