

Ainomo Customer Agreement

This Agreement is between you (hereinafter referred to as "you" or "your") and Ainomo DATALAB LTD ("Ainomo"). By accessing, using, or clicking "I agree" to any of the services made available by Ainomo through the website www.ainomo.com, our mobile applications, or any other related services provided by Ainomo (collectively, the "Services"), you agree that you have read, understood, and accepted all of the terms and conditions contained in this Agreement, as well as our Privacy Policy.

Agreement Conditions for Ainomo

This section of the Ainomo Customer Agreement outlines the fundamental conditions under which Ainomo offers its services to users. It is essential that users understand and accept these conditions to engage with Ainomo's platform and services effectively.

Modifications and Amendments

Ainomo reserves the exclusive right to modify, amend, or change the terms of this Agreement at any time and at its sole discretion. Reasons for such changes include but are not limited to:

- Adapting to evolving legal and regulatory requirements.
- Enhancing user security and service functionality.
- Reflecting changes in the digital asset market and technology.

When modifications occur, Ainomo will:

- Update the terms on the Ainomo website and mobile applications.
- Change the "[Last Revised:]" date at the top of the Agreement page to indicate when the latest modifications were made.

User's Responsibility to Review Changes

- It is the user's responsibility to regularly review the Agreement and any changes.
- Continued use of Ainomo's services after any modifications signifies the user's acceptance of the revised terms.
- If a user disagrees with any changes to the Agreement, the user must immediately stop using Ainomo's services and may close their account.

Acceptance of Agreement

- By registering for an Ainomo account, users explicitly agree that they have read, understood, and accepted all terms and conditions contained within this Agreement and the accompanying Privacy Policy.
- The act of accessing, using, or clicking "I agree" to any services provided by Ainomo signifies the user's acceptance of the full Agreement.

Communication of Changes

- Ainomo will communicate changes to the Agreement through its website and may also use email notifications or other communication methods to ensure users are informed.
- Users are encouraged to frequently check the Ainomo website for updates to the Agreement and Privacy Policy.

Understanding and Agreement

- This Agreement, including any terms, conditions, and policies explicitly referenced herein and available by hyperlink, constitutes the entire understanding and agreement between Ainomo and the user regarding Ainomo's services.
- By engaging with Ainomo's services, users acknowledge that they have not relied on any representation or fact not included in this Agreement.

Language and Interpretation

- The Agreement is presented in English. Any translations provided are for convenience only. In the case of discrepancies between the English version and any translation, the English version shall prevail.
- The headings contained in this Agreement are for reference purposes only and shall not affect the meaning or interpretation of the terms of this Agreement.

Eligibility for Ainomo Services

This section outlines the criteria that users must meet to access and use the services provided by Ainomo. Understanding and adhering to these eligibility requirements is crucial for maintaining a secure, legal, and fair trading environment on Ainomo's platform.

Age and Capacity

- **Minimum Age Requirement:** Users must be at least 18 years of age to create an account and engage in trading activities on Ainomo. This age requirement ensures that users have the legal capacity to enter into binding contracts under applicable law.
- **Legal Capacity:** By registering an account with Ainomo, you affirm that you possess the legal capacity to enter into this Agreement. Legal capacity refers to the ability to understand and agree to the terms and conditions of the services provided by Ainomo, including the understanding of the risks involved in trading digital assets.

Account Limitations

- **One Account Policy:** Users are limited to creating and operating a single account on Ainomo. This policy is enforced to prevent abuse of Ainomo's services and ensure fairness among all users.
- **No Prior Suspension:** If you have been previously suspended or removed from Ainomo's services for violating our terms or policies, you are not eligible to create a new account. This measure is necessary to uphold the integrity and security of our trading environment.

Legal Compliance

- **Compliance with Laws:** You must ensure that your use of Ainomo's services complies with all applicable laws and regulations in your jurisdiction. This includes, but is not limited to, regulations related to financial services, digital assets, and anti-money laundering.
- **Prohibited Users:** Individuals and entities that are on trade or economic sanctions lists, such as those maintained by the United Nations, European Union, UK Treasury, or US Office of Foreign Assets Control (OFAC), are not eligible to use Ainomo's services. Ainomo reserves the right to freeze or terminate accounts associated with sanctioned individuals or entities to comply with legal obligations.

Jurisdictional Restrictions

- **Geographic Limitations:** Ainomo's services may not be available in all countries or regions due to regulatory restrictions or other considerations. Users are responsible for ensuring that they are legally allowed to access Ainomo's services from their jurisdiction.
- **Modification of Services:** Ainomo may, at its discretion, modify or discontinue the availability of services in certain jurisdictions without prior notice. This may be due to changes in the legal or regulatory landscape.

Corporate Accounts

- **Authority to Bind Entity:** If you are creating an account on behalf of a legal entity, such as a company or organization, you must have the authority to bind the entity to this Agreement. This includes the ability to make financial decisions and enter into legal contracts on behalf of the entity.

Prohibition of Use on Ainomo

Ainomo's services are designed to provide a secure, legal, and compliant platform for trading digital assets. To maintain the integrity and safety of our platform, certain uses of Ainomo's services are strictly prohibited. Understanding these prohibitions is essential for all users to ensure a positive and lawful trading environment.

Sanctions Compliance

- **Sanctioned Lists:** Users who are identified on sanctioned lists or are residents of countries subject to trade restrictions by international bodies or specific national regulations cannot engage with Ainomo's services. This includes sanctions imposed by the United Nations, European Union, United States, United Kingdom, and other relevant authorities.
- **Direct and Indirect Prohibition:** The prohibition extends to direct use of the services by sanctioned individuals or entities and indirect use through associates, family members, or entities controlled by or connected to such individuals.

Illegal Activities

- **Prohibited Transactions:** Ainomo strictly forbids using its services for transactions involved in illegal activities, including but not limited to money laundering, terrorist financing, fraud, or any other financial crimes.
- **Asset Concealment:** The platform must not be used as a means to conceal the origin or destination of illegally obtained money or assets.

Market Manipulation

- **Fair Use:** Engaging in practices that manipulate market prices or trading volumes, such as wash trading, pump and dump schemes, or any deceptive market practices, is strictly prohibited.
- **Trading Bots and Automation:** While Ainomo allows the use of trading bots for legitimate trading strategies, any use of automation that aims to manipulate the market, exploit vulnerabilities, or unfairly disadvantage other users is not permitted.

Intellectual Property and Copyright

- **Misuse of Content:** Users must not misuse Ainomo's intellectual property, including website content, branding, or any digital assets provided by Ainomo. This includes unauthorized reproduction, modification, or distribution of Ainomo's proprietary content.

System Integrity

- **No Interference:** Users are prohibited from engaging in activities that would interfere with the normal operation of Ainomo's services, including but not limited to launching denial of service attacks, exploiting software vulnerabilities, or introducing malware.

Account Misuse

- **Account Sharing:** Users are not allowed to share or sell their Ainomo accounts. Each account is to be used by the registered individual or entity only.
- **Multiple Accounts:** Creating multiple accounts to circumvent restrictions, limitations, or to exploit promotions is prohibited.

Compliance and Enforcement

- **Monitoring and Investigation:** Ainomo reserves the right to monitor user activities on its platform to enforce these prohibitions. Suspicious activities may be investigated, and appropriate actions will be taken, including reporting to relevant authorities.
- **Account Suspension and Termination:** Violation of these prohibitions may result in immediate suspension or termination of the user's account, along with potential legal action.

Ainomo is committed to providing a platform that adheres to the highest standards of legal and ethical conduct. Users are encouraged to familiarize themselves with these prohibitions to ensure their use of Ainomo's services remains compliant and contributes positively to the digital asset community.

Description of Services at Ainomo

Ainomo offers a comprehensive suite of services designed to empower users in the digital asset space. Our platform is built on a foundation of security, innovation, and user accessibility, catering to both seasoned traders and newcomers to the cryptocurrency world. Here is a detailed overview of the services provided by Ainomo:

- **AI-Arbitrage:** AI-Cryptocurrency Arbitrage is the application of artificial intelligence (AI) algorithms to analyze the cryptocurrency market and automatically execute arbitrage transactions. AI arbitrage systems can automatically manage multiple trades across multiple exchanges simultaneously, providing highly scalable operations without direct human intervention. Using machine learning, AI systems can improve their trading strategies based on historical data and the results of previous trades, constantly improving their performance.
- **AI Trading:** AI Trading, or trading in financial markets using artificial intelligence, is the use of machine learning and artificial intelligence algorithms to analyze market data and automatically execute trading operations. This approach allows you to identify hidden patterns in data that may not be obvious to humans and make quick decisions about buying or selling assets to maximize profits. AI systems can effectively manage risk by automatically adapting trading strategies according to changing market conditions and the investor's risk profile. AI Trading opens up new opportunities for financial markets, making trading more efficient, accessible and tailored to the individual needs of each investor.

- **AI pool:** AI investment pool is an innovative concept in investment management where artificial intelligence (AI) is used to manage the pooled funds of a group of investors to achieve maximum returns at a controlled level of risk. This approach combines the benefits of collective investing with advanced AI analytics to optimize investment strategies. AI is able to assess the risk of each investment, taking into account the individual risk profile and investment goals of pool participants, ensuring a balance between risk and potential return. All transactions, from buying and selling assets to portfolio rebalancing, are performed automatically without the need for constant human intervention, increasing the efficiency of investment management.
- **AI-Derivatives:** The use of artificial intelligence (AI) in the derivatives industry is an advanced approach to analyzing, pricing and trading derivatives such as futures, options, swaps and other financial derivatives. The AI system automatically selects hedging conditions for each account, taking into account open transactions, current market quotes and profitability ratio analysis on a daily basis. Complex derivatives, structured products and highly interconnected portfolios can be efficiently analyzed using AI, providing fast and accurate calculations.
- **Ainomo Bot:** This is artificial intelligence developed on a decentralized computing model. He can answer any of your questions or solve any necessary problems. Ainomo Bot is designed for financial and cryptocurrency markets, as well as for working in the blockchain network. Ainomo Bot has access to the open Internet, so it can help resolve your issues.
- **Blockchain Scanner:** The Ainomo scanner allows you to view information about any wallet in the Ainomo blockchain. Blockchain Nomo is an open blockchain and allows you to obtain public information about any address within the network. Personal information about wallet owners is stored on decentralized servers using modern cryptographic encryption protocols. Personal information is available only to the owner of the address.
- **Ainomo Ambassador Network:** Blockchain network Ainomo, in an effort to strengthen its presence on the global stage and mobilize its community, is launching an innovative ambassador program. This initiative aims to attract blockchain enthusiasts, social media influencers and industry experts to promote Ainomo's technology and values on a global scale. The Ainomo Ambassador Program not only contributes to the growth and development of the blockchain network, but also provides unique opportunities for the personal and professional growth of its participants.

API Services

- **Developer-Friendly APIs:** Ainomo provides robust Application Programming Interfaces (APIs) that allow developers to integrate Ainomo's trading and data services into their own applications. Our APIs are designed for high performance, offering real-time data feeds, automated trading capabilities, and secure access controls.

Educational Resources

- **Learning and Development:** Ainomo is committed to fostering a knowledgeable and empowered trading community. We offer a range of educational resources, including tutorials, market analyses, and webinars, tailored to different experience levels. These resources are designed to enhance users' understanding of the cryptocurrency market, trading strategies, and risk management.

Security and Compliance Services

- **Advanced Security Measures:** The security of user funds and data is paramount at Ainomo. Our platform employs advanced security technologies, including multi-factor authentication, end-to-end encryption, and regular security audits, to protect against unauthorized access and potential cyber threats.
- **Regulatory Compliance:** Ainomo operates in strict compliance with regulatory requirements in every jurisdiction we serve. Our compliance framework ensures user activities adhere to laws and regulations, including anti-money laundering (AML) and counter-terrorism financing (CTF) standards.

Customer Support

- **Dedicated Support Team:** Ainomo prides itself on providing exceptional customer service. Our dedicated support team is available 24/7 to assist with any inquiries, technical issues, or account-related concerns. Users can reach out via email, live chat, or through our support portal.

Ainomo's services are designed to offer a comprehensive, secure, and user-friendly platform for digital asset trading and investment. By continuously innovating and expanding our service offerings, we aim to meet the evolving needs of our global user base and contribute to the growth of the digital economy.

Ainomo Account Creation & Requirements

Creating an account with Ainomo unlocks access to a broad spectrum of digital asset services. To ensure a secure and compliant environment for all users, Ainomo has established a set of account creation and verification requirements.

Account Creation Process

- **Registration:** To begin, prospective users must visit the Ainomo website (www.ainomo.com) or download the Ainomo mobile application. The registration process involves providing basic information such as your phone number and email address. Users are also required to accept Ainomo's Terms of Use, Privacy Policy, and any other relevant legal agreements as part of the registration process.

Verification Requirements

Ainomo adheres to strict Know Your Customer (KYC) and Anti-Money Laundering (AML) regulations to ensure the safety and integrity of the platform. For security purposes, the company reserves the right to require account verification at any time. As such, account verification is a critical step in the account creation process.

- **Initial Verification:** After registration, users are prompted to complete an initial verification process. This process may require users to provide additional personal information, including but not limited to, contact details and country of residence.
- **Enhanced Verification:** For access to advanced features, higher transaction limits, and to enhance account security, users may be required to undergo enhanced verification. This process involves submitting government-issued identification (such as a passport or driver's license), proof of address (such as a utility bill), and potentially additional documentation.
- **Verification Review:** Submitted information and documents are reviewed by Ainomo's compliance team. Users will be notified upon the successful completion of

the verification process. In certain cases, additional information may be requested to complete the verification process.

Security Measures

- **Two-Factor Authentication (2FA):** Ainomo strongly recommends enabling 2FA on your account as an additional layer of security. 2FA requires a second form of verification beyond your seed phrase, such as a code generated by an authenticator app, to access your account.

Account Management

- **Account Support:** Ainomo offers dedicated support for account-related inquiries and issues. Users can contact the support team through various channels, including email and live chat, for assistance with account setup, verification, and any other questions.

Compliance and Responsibility

- **Legal Compliance:** Users are responsible for ensuring that their use of Ainomo's services complies with applicable laws and regulations in their jurisdiction.
- **Accurate Information:** Users must ensure that all information provided during the account creation and verification process is accurate and up-to-date. Ainomo reserves the right to suspend or terminate accounts with incomplete or fraudulent information.

By outlining these detailed account creation and verification requirements, Ainomo ensures a secure, compliant, and user-friendly environment for engaging with digital asset services.

International Data Transfers at Ainomo

Ainomo operates globally, which necessitates the transfer of personal data across international borders. Our commitment to safeguarding your data is unwavering, regardless of where it is processed. This section details our approach to international data transfers, ensuring compliance with global data protection laws and maintaining the highest levels of data security.

Data Transfer Mechanisms

- **Adequacy Decisions:** Whenever possible, Ainomo relies on adequacy decisions by the European Commission, which determine that certain countries outside of the European Economic Area (EEA) provide an adequate level of data protection comparable to that of the EEA.
- **Standard Contractual Clauses (SCCs):** In the absence of an adequacy decision, Ainomo utilizes SCCs approved by the European Commission. These contractual clauses provide binding legal commitments to ensure that your data is protected to the standards required by the European Union, regardless of the country to which it is transferred.
- **Binding Corporate Rules (BCRs):** For transfers within Ainomo's corporate group, we may use BCRs, which are internal rules approved by European data protection authorities. BCRs ensure that all data transfers within our corporate group across borders adhere to EU data protection laws.

Safeguarding Data in Transfers

- **Data Encryption:** All data transferred internationally is encrypted during transit. Ainomo uses state-of-the-art encryption technologies to protect your data against unauthorized access or interception.
- **Continuous Monitoring and Compliance:** Ainomo regularly reviews its data transfer practices and mechanisms to ensure ongoing compliance with legal changes and developments in data protection laws. Our legal team closely monitors global data protection updates to adjust our practices accordingly.
- **Collaboration with Trusted Partners:** Ainomo engages with third-party service providers and partners who meet our stringent data protection and security standards. We conduct thorough due diligence before onboarding new partners and regularly review existing partnerships to ensure compliance with our data protection policies.

User Rights and Controls

- **Transparency:** Ainomo is committed to transparency regarding international data transfers. Users have the right to be informed about where and how their data is being transferred and processed.
- **User Consent:** In certain jurisdictions, Ainomo may seek your explicit consent for international data transfers, providing you with clear options to consent to or opt-out of such transfers.
- **Access and Correction:** Users have the right to access the personal data that Ainomo holds about them and to request correction or deletion of their data, regardless of where it is processed.

Regulatory Compliance

- **Global Data Protection Laws:** Ainomo ensures that its international data transfer practices are in compliance with global data protection laws, including the General Data Protection Regulation (GDPR) and other relevant privacy regulations.
- **Data Localization Requirements:** In jurisdictions with data localization laws, Ainomo takes necessary measures to process and store data locally, aligning with legal requirements while striving to provide seamless services.

By implementing these comprehensive measures, Ainomo aims to ensure the secure and lawful transfer of your data across international borders, upholding our commitment to privacy and data protection on a global scale.

Term, Data Return, and Deletion at Ainomo

The lifecycle of your engagement with Ainomo—from the initiation of our services to the eventual return or deletion of your data—is governed by transparent policies that prioritize your rights and our compliance obligations. This section outlines the terms of service duration, as well as our commitments to returning and deleting your personal data.

Term of Service

- **Commencement:** The term of your engagement with Ainomo services begins when you accept the Terms of Use and successfully create an account. From this point, you are entitled to access and use Ainomo's services in accordance with the terms outlined in our agreements and policies.

- **Ongoing Engagement:** Your engagement with Ainomo is considered active as long as your account remains open and in good standing. Ainomo will continue to provide access to services, support, and updates as applicable.
- **Termination:** Either party may terminate the agreement under the conditions outlined in the Terms of Use. Reasons for termination may include, but are not limited to, breach of terms, legal or regulatory changes, or discontinuation of services.

Data Return

- **Upon Request:** Should you decide to terminate your engagement with Ainomo or request the return of your data, Ainomo commits to facilitating this process. Users can request the return of their personal data, subject to verification and security checks, to ensure the request is legitimate and to protect user data.
- **Format of Data Return:** Ainomo will provide your data in a commonly used, machine-readable format, enabling you to easily transfer your data to another service provider if desired.

Data Deletion

- **Initiation of Deletion Process:** Following the termination of your Ainomo account or upon your request, Ainomo will initiate the data deletion process for your personal data, subject to legal and regulatory retention requirements.
- **Deletion Protocol:** Ainomo employs a secure data deletion protocol that ensures your personal data is irreversibly destroyed. This process is conducted in accordance with industry standards and regulatory requirements, ensuring that your data cannot be reconstructed or read.
- **Retention Periods:** Certain data may be retained for a specific period to comply with legal obligations, such as financial records required for tax purposes, compliance with anti-money laundering laws, and other regulatory requirements. Ainomo's retention of specific data is strictly for compliance purposes and is kept to the minimum period required by law.
- **Confirmation of Deletion:** Upon completion of the data deletion process, Ainomo will provide confirmation that your data has been securely deleted from our systems.

Exceptions to Deletion

- **Dispute Resolution and Legal Claims:** In instances where data is required for Ainomo to defend against legal claims, resolve disputes, or enforce our agreements, data may be retained for the duration necessary to fulfill these purposes, in compliance with applicable laws.

By adhering to these detailed protocols for the term of service, data return, and deletion, Ainomo demonstrates our commitment to respecting user privacy and data rights, ensuring that your engagement with our services is managed securely and in compliance with applicable data protection regulations.

No Financial Advice at Ainomo

Ainomo provides a platform for digital asset trading and related services. It is important for users to understand that Ainomo does not offer financial, investment, or trading advice. This section elaborates on the scope and limitations of the information provided by Ainomo and underscores the importance of users conducting their own research and consulting with professional advisors as necessary.

Scope of Information Provided

- **Market Data:** Ainomo offers real-time market data, including prices, trading volumes, and historical data. This information is provided for informational purposes only and should not be interpreted as financial advice.
- **Educational Content:** Ainomo may provide educational resources to help users understand the digital asset market and blockchain technology. Such content is designed to enhance user knowledge but does not constitute advice on investment strategies or financial decision-making.
- **Platform Tools and Features:** Ainomo's trading platform includes various tools and features to facilitate trading, such as charting tools, order types, and risk management options. While these tools can aid in trading decisions, their provision does not imply financial advising.

User Responsibility

- **Independent Decision Making:** Users are solely responsible for their trading and investment decisions. Ainomo encourages users to conduct thorough research, consider their financial situation, risk tolerance, and investment objectives before making any trades or investments.
- **Consultation with Professionals:** For personalized financial, legal, or tax advice, users should consult with licensed professional advisors. These advisors can provide guidance tailored to the individual's circumstances and objectives.

Limitation of Liability

- **No Endorsement of Assets:** Ainomo's listing of digital assets for trading does not constitute an endorsement of their value or potential as an investment. Users should independently assess the merits and risks of trading or holding any digital assets.
- **Market Risks:** The digital asset market is characterized by high volatility and unpredictability. Ainomo does not guarantee any outcomes from using our platform or services. Users should be prepared for the possibility of losing their entire investment.
- **Accuracy of Information:** While Ainomo strives to provide accurate and up-to-date information, we do not warrant the completeness, reliability, or accuracy of the data provided on our platform. Users rely on this information at their own risk.

Conclusion

Ainomo's commitment to providing a robust trading platform and resources is aimed at empowering users to navigate the digital asset market. However, it is crucial for users to recognize that Ainomo's services do not extend to financial advising. Making informed and considered decisions is essential to managing the risks associated with digital asset trading.

Compliance with Local Laws at Ainomo

Ainomo operates within a complex and evolving regulatory landscape that spans multiple jurisdictions globally. As such, compliance with local laws is foundational to our operations and the services we provide to our users. This detailed overview emphasizes the importance of adherence to local regulations and outlines Ainomo's approach to ensuring such compliance.

Understanding Local Regulations

- **Varied Regulatory Environments:** The regulatory framework governing digital assets, including cryptocurrencies, varies significantly from one jurisdiction to another. Regulations may pertain to securities laws, anti-money laundering (AML) requirements, tax obligations, and more.
- **Continuous Monitoring:** Ainomo engages in continuous monitoring of regulatory developments in every jurisdiction where we operate. This proactive approach enables us to adapt our services and policies in response to new laws and regulations.

User Responsibilities

- **Legal Eligibility:** Users must ensure they are legally allowed to access and use Ainomo's services in their jurisdiction. This includes being of legal age to engage in digital asset transactions and not being subject to any legal restrictions or sanctions.
- **Compliance with Local Laws:** Users are responsible for understanding and complying with all local laws applicable to their use of Ainomo's services. This includes, but is not limited to, tax obligations, reporting requirements, and compliance with AML and counter-terrorism financing (CTF) regulations.

Ainomo's Compliance Measures

- **KYC Procedures:** Ainomo implements Know Your Customer (KYC) procedures to comply with AML and CTF regulations. These procedures involve collecting and verifying users' personal information to prevent illicit activities.
- **Tax Reporting:** While Ainomo does not provide tax advice, we may be required to report certain transactions to tax authorities in compliance with local laws. Users are encouraged to consult with tax professionals to understand their personal tax obligations.
- **Regulatory Licenses and Registrations:** Where required by local regulations, Ainomo obtains the necessary licenses and registrations to legally offer our services. This ensures that our platform meets the highest standards of regulatory compliance and user protection.

Adaptation to Changing Laws

- **Policy Updates:** As local laws evolve, Ainomo updates its policies and procedures to remain compliant. Users are notified of significant policy changes that may affect their use of the services.
- **Geographic Restrictions:** In certain jurisdictions where regulatory compliance cannot be assured or where digital asset transactions are prohibited by local laws, Ainomo may restrict access to its services.

Cooperation with Authorities

- **Legal Requests:** Ainomo cooperates with law enforcement and regulatory authorities as required by law. This cooperation may involve sharing user information in response to valid legal requests.

Conclusion

Compliance with local laws is not only a legal obligation for Ainomo and its users but also a cornerstone of our commitment to operating a secure and trustworthy platform. Users are encouraged to conduct their own research into the regulations that apply to them and to utilize Ainomo's services in a manner that is lawful and responsible. Through adherence to local laws and regulations, Ainomo and its users collectively contribute to the integrity and sustainability of the digital asset ecosystem.

Privacy Policy at Ainomo

Ainomo DATALAB LTD, referred to as "Ainomo," is committed to protecting the privacy and security of our users' personal information. Our Privacy Policy, accessible on our website www.ainomo.com, outlines the types of personal information we collect, how it is used, and the measures we take to protect it. This detailed explanation provides an overview of our Privacy Policy and emphasizes our dedication to privacy and compliance with applicable data protection laws.

Information Collection

- **User-Provided Information:** When you create an account on Ainomo, we collect personal information such as your name, email address, and phone number. This information is essential for account creation, verification, and providing personalized services.
- **Transactional Information:** We collect transactional details related to your activities on Ainomo, including deposit records, trades, withdrawals, and account balances. This information is critical for operational purposes and complying with legal obligations.
- **Technical and Usage Information:** Ainomo gathers data about how you access and use our services, including IP addresses, browser types, operating system details, and usage patterns. This information helps us improve service functionality and user experience.

Use of Information

- **Service Provision:** Your personal information enables us to operate Ainomo's services effectively, providing you with access to digital asset trading and related services.
- **Security and Compliance:** We use the information to ensure the security of our platform, verify user identities, and comply with legal requirements, including anti-money laundering (AML) and counter-terrorism financing (CTF) regulations.
- **Communication:** Ainomo may use your contact details to send service updates, security alerts, and marketing communications, in accordance with your preferences.

Sharing of Information

- **Service Providers:** Ainomo shares information with third-party service providers who assist in delivering our services. These providers are bound by confidentiality obligations and are restricted from using the data for other purposes.
- **Legal Compliance:** We may disclose information in response to legal requests or to comply with regulatory obligations.

Data Protection

- **Security Measures:** Ainomo employs robust security measures, including encryption and access controls, to protect your personal information against unauthorized access and breaches.
- **Data Retention:** Personal information is retained only as long as necessary for the purposes for which it was collected, in compliance with our data retention policy.

User Rights

- **Access and Control:** Users have rights to access, correct, delete, or restrict the processing of their personal information. Our website provides mechanisms for users to exercise these rights.

Changes to the Privacy Policy

- **Updates:** Ainomo may update the Privacy Policy to reflect changes in our practices or legal requirements. Users will be notified of significant changes through our website or other communication channels.

Accessibility

- **Website Availability:** The full text of our Privacy Policy is available on our website at www.ainomo.com. Users are encouraged to review the policy to understand our privacy practices fully.

Conclusion

Ainomo's Privacy Policy is a testament to our commitment to safeguarding user privacy and data protection. By transparently outlining how we handle personal information and ensuring compliance with data protection laws, we strive to maintain a trustworthy and secure environment for all our users. For further details or inquiries regarding our privacy practices, users can contact us directly through the contact information provided on our website.

Resolving Disputes at Ainomo

Ainomo is committed to providing an equitable and efficient process for the resolution of disputes that may arise between Ainomo and its users. Understanding that disputes are best resolved in a timely and amicable manner, Ainomo has established a detailed framework for dispute resolution, which emphasizes communication, mediation, and, where necessary, arbitration. This framework is designed to ensure that any issues are addressed fairly and with due consideration for all parties involved.

Initial Resolution Effort

- **Contact Ainomo First:** Users experiencing issues or disputes are encouraged to contact Ainomo's customer support team first, via support@ainomo.com, to seek a resolution. Ainomo aims to address and resolve most concerns directly and efficiently through our customer support channels.
- **Provide Detailed Information:** To facilitate a swift resolution, users should provide comprehensive details about their dispute, including the nature of the issue, any relevant transaction IDs, and the desired outcome. Clear communication from the outset can significantly expedite the resolution process.

Mediation

- **Voluntary Mediation:** If initial efforts do not resolve the dispute, Ainomo may suggest mediation. Mediation involves the use of an impartial third party to facilitate negotiations between Ainomo and the user, aiming to reach a mutually acceptable agreement. Participation in mediation is voluntary but can often lead to a satisfactory resolution without the need for further legal action.

Arbitration

- **Mandatory Arbitration Agreement:** As part of the Terms of Use, Ainomo users agree that any unresolved disputes will be settled through binding arbitration, except for disputes qualifying for small claims court. Arbitration is a more formal process than mediation and involves presenting the dispute to a neutral arbitrator who makes a final decision.
- **Arbitration Process:** The arbitration will be conducted under the rules of an agreed-upon arbitration association. The arbitration will be held in a location that is

reasonably accessible to both parties, with the option to attend via telephone or video conference.

- **Waiver of Class Action:** Users agree to resolve disputes with Ainomo on an individual basis. There is a waiver of class action, meaning users cannot bring a claim as a plaintiff or class member in a class, consolidated, or representative action.

Governing Law

- **Jurisdiction:** The laws of the United Kingdom, without regard to its conflict of law principles, govern the Terms of Use and any disputes that arise between users and Ainomo.
- **International Considerations:** For users outside the United Kingdom, Ainomo will respect local laws governing dispute resolution processes while upholding the agreement to arbitrate.

Changes to Dispute Resolution Policy

- **Updates and Notifications:** Ainomo reserves the right to modify the dispute resolution process as described in the Terms of Use. Users will be notified of any significant changes that could affect their rights to resolve disputes with Ainomo.

Conclusion

Ainomo's approach to resolving disputes emphasizes transparency, fairness, and respect for all parties involved. By providing clear avenues for dispute resolution, from direct support to arbitration, Ainomo strives to maintain trust and satisfaction among our user community. Users are encouraged to review the full Terms of Use for comprehensive details on dispute resolution policies and to reach out to Ainomo's support team with any questions or concerns.

Contact Information

For questions or more information, please contact us at:

- **Support Email:** support@ainomo.com

Address: Ainomo DATALAB LTD, 21 Meard St, London, United Kingdom, W1F 0EY