



NIUM

PRIVACY NOTICE

DECEMBER 2021
UK

1. PRIVACY NOTICE

Nium Fintech Limited (formerly known as Instarem Limited) hereinafter “NIUM”, “we”, “us”), company no. 09039850, of 33 Queen Street, London, EC4R 1AP is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 for the issuance of electronic money and the provision of payment services. NIUM respects your rights to privacy and deals with personal information collected in accordance with this Privacy Notice (hereinafter – “Notice”) when you visit or use our website or mobile application in the UK. When used in this Notice, “personal information” refers to any information or opinion, which relates directly or indirectly to you. This includes any information that can be used to distinguish, identify or contact you.

Our Notice is to comply and ensure that our employees comply with the requirements of any applicable laws and regulations with respect to the handling of Personal Data in the UK as well as with applicable legal acts of the European Union. NIUM will commit itself, on its own initiative, to follow the good practice principles provided by industry guidance.

Please read the following carefully to understand our practices regarding Personal Data and how NIUM will process it.

2. DATA SUBJECT AND COLLECTING OF DATA

We can collect personal data directly from the following persons:

- a) potential, existing and former clients of NIUM, business, partners, agents, outsources, intermediaries, employees, potential employees;
- b) persons (e.g. representatives, proxies, beneficiary owners, family members, spouses, partners, heirs, guarantors, etc.) connected with the aforementioned persons;
- c) any person contacting NIUM using e-mail, phone and other available communication means, both online and offline.

3. WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

We use your information in the following ways:

- a) provision of payment services and issuance, distribution and redemption of electronic money;
- b) to carry out our obligations relating to your contracts with us;
- c) to conduct your identification;
- d) to verify your identity to protect against fraud, to comply with our legal obligations (performing client due diligence/“know your client”, anti-money laundering and counter terrorist financing, sanctions or reputational risk screening, identifying conflicts of interests);
- e) to provide you with the information, products and services that you request from us;
- f) to comply with any applicable legal and/or regulatory requirements;
- g) to notify you about changes in our Services;
- h) to provide you with better customer services and products;
- i) to administer our Services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- j) to provide you with information about other similar goods and services we offer, if we have your consent for this;
- k) to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you, if we have your consent for this;
- l) to process your job application.

4. WHO GIVES US THE RIGHT TO RECEIVE AND USE YOUR PERSONAL DATA?

The legal grounds, in accordance with which we process personal data are follows:

- a) processing is necessary for fulfilment of a contract concluded with you or on behalf of you or for performance of measures at the request of your prior to the conclusion of the contract;
- b) processing is necessary in order to fulfil a legal or regulatory duty applicable to NIUM;
- c) your consent to the processing of the personal data for one or more specific purposes;
- d) processing is necessary for protection and fulfilment of the NIUM legitimate interest.

NIUM legitimate interest are follows:

- a) to carry out commercial activities;
- b) offering NIUM services;
- c) improving NIUM services, as well the quality of services;
- d) ensuring the fulfilment of contractual obligations, including consideration of the claims and complains;
- e) keep transactions history for accounting, reporting and analytics purposes;
- f) addressing public bodies, law enforcement bodies and courts to protect its legal interests.

5. HOW DO WE COLLECT PERSONAL INFORMATION?

Most of the personal information is collected directly from you by the following means:

- a) through the access and use of the NIUM website or mobile application;
- b) through your registration for our Services and/or by setting up an account with us;
- c) through your response to our loyalty program, a contest or claim to a prize announced by us from any financial transaction you make with NIUM;
- d) through your subscription to our electronic publication such as newsletters, rate broadcast;
- e) from 3rd party connected with you and/or dealing with us;
- f) from the commercial banks and finance institutions (the data are received during the execution of payment operations);
- g) directly through your job application on our site or from 3rd party sites or recruitment consultants with whom we have an agreement;
- h) from NIUM employees when they are referring us to you;
- i) from remitters.

6. WHAT KIND OF PERSONAL INFORMATION DO WE COLLECT AND RESERVE?

The types of personal information that we collect, and share depend on the product or service you avail with us.

It includes, but is not limited to:

- a) contact and personal information: title, your first name, surname, date of birth, email address, mobile phone number, personal code, residential address and/or mailing address, data of the personal identity document, photo, signature, employment status, source of funds, driving license number, sex, citizenship;
- b) account information: financial institution account number, IBAN, debit card number. Account information:

account details and transaction history, date of the transaction, amount, currency, location, data about beneficiary

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(natural person's name, date of birth, personal identification number or other unique character sequence assigned to this person for identifying the person; the legal entity's name, legal form, registered office, code if any) and other details about the parties involved;

c) other information: video and audio records of video calls for identification, telephone conversations, IP address;

d) special categories of personal data: biometric data as described in section 6 a, c, i;

e) details of client visits to website, app and the resources that client's access;

f) for the purpose of direct marketing: name, surname, telephone no., e-mail address, address, date of birth, location, IP address, country of residence, nationality, industry type, employment status, cookies;

g) for the purpose of recruitment: name, surname, nationality, address, employment/visa status, telephone no., e-mail address, education, work experience, current and previous employers contacts with candidates' consent;

h) for statistical, analytical and our services improvement purposes, we can use anonymised and aggregated datasets, which can be used not limited to modeling, reporting and analytics;

i) data collected about legal entities:

I. representatives of legal entities (members of the management bodies and other representatives (for example, employees) who are authorised to represent the client in relations with the controller or acting on their behalf, representing the client on behalf of the client, according to corporate documents): personal identification number, identity document details, workplace, e-mail address, gender, position, surname, nationality, telephone number, name, photo, signature, bank account information (bank name and bank account number), monetary transaction or transaction date, amount, currency, the data on the beneficiary of the funds (natural person's name, date of birth, personal identification number or other unique character sequence assigned to this person for identifying the person; the legal entity's name, legal form, registered office, code if any);

II. beneficiaries of legal entities (natural persons who directly or indirectly own or control a legal entity, having a sufficient number of shares or voting rights, including through bearer share management): personal identification code, identity document, gender, surname, nationality, name, photo, signature, the number of shares held, the voting rights or the share capital held, the date of the monetary transaction or transaction, the amount in the currency in which the monetary transaction or transaction is carried out, the data on the beneficiary (natural person's name, surname, date of birth, personal code or other unique character assigned to this person to identify the person; the legal entity's name, legal form, home address, code, if any).

7. WHO DO WE DISCLOSE YOUR PERSONAL INFORMATION TO, AND WHY?

We may share your personal information with other companies in the NIUM Group as well as with users of payments services (payees and payers) and financial institutions and the Financial Conduct Authority. Sometimes we may disclose your personal information to organisations outside the NIUM Group such as:

a) to our contractors or service providers for the purposes of conducting business and providing our services or products to you, including web hosting providers, IT systems administrators and payment processors;

b) to companies providing services for money laundering, politically exposed persons and terrorist financing check-up and other fraud and crime prevention purposes and companies providing similar services, including regulatory bodies with whom such personal data is shared;

c) to companies providing service for validation and verification the identity and location of our customers;

d) to our intermediary banks in order to process certain transactions on your behalf, for example, by disclosing your name and address;

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- e) to any of our partners, agents or intermediaries who are a necessary part of the provision of our products and services;
- f) to international intermediaries to complete your transactions;
- g) to any government regulatory bodies or law enforcement organization or agencies that normally require it or may request it.

We ensure that taking into account the nature, scope, context and purposes of processing as well as the risks of varying likelihood and severity for the rights and freedoms of natural persons, we implement appropriate technical and organisational measures to protect your Personal Data. We ensure that the same requirements on the technical and organisational measures are applied by the parties to whom we may transfer your data. For any further detail on the partners we share your data with, please contact privacy@nium.com

8. SECURITY OF INFORMATION COLLECTED

To help protect your personal information from unauthorised access and use, we endeavor to use reasonable security measures. These measures can include physical, electronic and procedural safeguards such as computer safeguards and secured files and buildings. We also endeavor to limit access to personal information to only employees, agents and representatives that need to know.

Always use caution and good judgment when sending money and when using the internet and mobile technologies. Please be aware, that third parties may unlawfully intercept or access your personal information, transmissions to us, or may wrongly instruct you to disclose information to them by posing as NIUM or by misinforming you about our Services. Do not disclose your passwords, full card and account numbers or your full personal number by phone or e-mail. If you have noticed a security violation or bug in respect to our services or have received a suspicious message, please do not hesitate to get in touch with us at escalations@nium.com

9. DO WE DISCLOSE PERSONAL INFORMATION OVERSEAS?

We may disclose your personal information to recipients located outside the European Economic Area (hereinafter – the EEA). These entities may include:

- a) NIUM Group companies;
- b) NIUM Group service providers;
- c) International Intermediaries.

To effect, administer and complete transactions or deliver products or services including, but not limited to:

- a) companies which help us run or improve the running of our business or which help us deliver products and services to you and to banks, card companies, reference agencies, etc.
- b) in order to comply with legal, regulatory, security and processing requirements, government (domestic and international) requirements, applicable to us or our affiliates or service providers, including but not limited to anti-money laundering laws; and
- c) to organisations which help us process transactions, validate customer information, and prevent debt, fraud, theft or loss.

Where we transfer your personal information outside EEA, we will ensure that it is protected and transferred in a manner consistent with legal requirements applicable to the information. This can be done in a number of different ways, for instance:

- a) the country to which we send the Personal Data, a territory or one or more specified sectors within that third country, or the international organisation is approved by the European Commission as having a satisfactory level of protection;
- b) the recipient has signed standard data protection clauses which are approved by the European Commission;
- c) if the recipient is located in the US and is a certified member of the EU–US Privacy Shield scheme;
- d) in case a special permission has been obtained from a supervisory authority;
- e) in other circumstances, the law may permit us to otherwise transfer your personal information outside Europe;
- f) in all cases, however, any transfer of your personal information will be compliant with applicable data protection law.

10. DO WE USE OR DISCLOSE PERSONAL INFORMATION FOR MARKETING?

We will use your personal information to offer you products and services that we believe may interest you only if we have your consent for this kind of offering. We will not do if you withdraw your consent.

Please be informed that you shall have the right to refuse from the processing of your Personal Data for the purpose of direct marketing by the same method as you consented with the processing of personal data for direct marketing. The services can be unsubscribed by updating your profile page on NIUM website or by clicking on the “unsubscribe” link in each e-mail notification.

We may disclose information about current and former customers to perform marketing, business analysis and advertising services to companies with whom we have contractual or joint marketing arrangements upon notice that you have provided unambiguous consent (opt-in) for the use of Information for these purposes.

We also have relationships with advertising companies, who may use cookies, pixels, web beacons, app or device information or related information to display advertising tailored to your interests or location. To opt-out of tailored advertising delivered by other advertising companies, you should choose the appropriate settings in your browser(s) (e.g., block cookies), device (e.g., turn “Location” off) and app(s). Please note that if you do not accept cookies or change your device or app settings, you may experience some inconvenience in your use of our website or app and some online or mobile products and services.

11. RETENTION OF YOUR PERSONAL DATA

The length of time we retain your personal data is determined by a number of factors including the purpose for which we use that information and our obligations under other laws. It means that we will keep your personal data for as long as it is needed for the purposes for which your data was collected and processed but no longer than it is required by the applicable laws and regulations.

We will store your personal data for as long as it is necessary for providing services and as required by retention requirements in laws and regulations. If the relevant UK legislation does not provide any period of retention of personal data, this period shall be determined by us, taking into account the legitimate purpose of the data retention, the legal basis and the principles of lawful processing of personal data.

The terms of data retention of the personal data for the purposes of the processing of the personal data as defined in this Notice are following:

- a) we retain your personal data as long as your consent remains in force, if there are no other legal requirements which shall be fulfilled concerning Personal Data’s processing;

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b) in case of the conclusion and execution of contracts – we retain your personal data until the contract concluded between you and us remains in force and up to 10 years after the contractual relationship between you and us has ended;

c) your personal data which has been collected in order to fulfill our obligations under the Money Laundering Regulations 2019 and shall be stored in accordance with the provisions of the Money Laundering Regulations 2019, for a period of five years. The aforementioned period may be extended provided there is a reasonable grounds for doing so in line with the Regulation;

d) your personal data which has been submitted by you during the started but not completed registration is stored for a period which is necessary for the fulfilment of registration and offer new products, but no longer than 3 years after the start of registration, in case there are no legal requirements to keep them longer;

e) your personal data which has been submitted by you through our website is kept for a period which is necessary for the fulfilment of your request and to maintain further cooperation, but no longer than 3 years after the last day of the communication, in case there are no legal requirements to keep them longer;

f) your personal data which has been submitted by you for recruitment purposes will be deleted after the end of the screening.

Please also be informed that under some circumstances, your personal data might be stored longer, mainly:

a) in case it is necessary in order for us to defend ourselves against claims, demands or action and in order to exercise our rights in a proper way;

b) in case there is a reasonable suspicion of an unlawful act that is being investigated;

c) in case your personal data is necessary for the proper resolution of a dispute/ complaint;

d) under other statutory grounds.

12. RIGHTS IN RELATION TO PERSONAL DATA PROCESSING

You as a data subject have a number of rights in relation to your personal data. Under certain circumstances and in accordance with applicable data protection laws, you may have these rights:

a) right to be informed about the processing of your personal data;

b) right to rectification of incorrect or incomplete data, right to erasure your personal Data or right to restriction of processing of your personal data when personal data is processed without complying with legal requirements or when there is another legal basis;

c) right to transfer your personal data to another data controller or provide directly to you in a convenient format (NOTE: applicable to the Personal Data which is provided by you and which is processed by automated means on the basis of consent or on the basis of conclusion and performance of the contract);

d) right to object to any processing based on the legitimate interests ground unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights;

e) right to withdraw your consent so that we stop that particular processing, when the processing is based on consent;

f) right to lodge a complaint to the Information Commissioner's Office (the UK Data Protection Authority).

In this respect, you may receive a copy of the Personal Data that we hold on file. For any further copies, we reserve the right to charge a reasonable fee based on administrative costs. To exercise this right, please contact us as

indicated in this Notice. All other rights of data subject are granted to you according to the applicable law and in compliance with our internal rules of personal data protection.

We retain your personal data for the period necessary to carry out the purposes outlined in this Notice, unless a longer period is required or permitted by law.

13. AUTOMATED DECISION MAKING

Automated Decision Making refers to a decision which is taken solely on the basis of automated processing of your personal data. This means processing using, for example, software code or an algorithm, which does not require human intervention.

We may use forms of automated decision making on processing your personal data for some services and products. Where we engage in automatic decision-making, we implement suitable measures to safeguard your rights and freedoms and legitimate interests, at least the right to obtain human intervention from us in the course decision-making process.

Automated decision making is legitimate to use, because it is needed for entering into a contract between you and us.

We have a legitimate interest to use profiling for example when conducting analysis for marketing purposes or monitoring transactions in order to detect frauds.

14. RESOLVING YOUR PRIVACY CONCERNS AND COMPLAINTS - YOUR RIGHTS

We exercise your rights only after receiving your written request to exercise a particular right and only after confirming the validity of your identity.

After identifying yourself and signing the written request to exercise your rights, the request shall be submitted to us by personally appearing at by ordinary mail or by e-mail: privacy@nium.com.

If submitted by e-mail, the format and content of the request must be in an electronic format recognised, opened and processed by electronic document management systems or other information technology tools used by us.

Your requests shall be fulfilled or fulfilment of your requests shall be refused by specifying the reasons for such refusal within 30 (thirty) calendar days from the date of submission of the request meeting our internal rules. The aforementioned time limit may be extended for 30 (thirty) calendar days by giving a prior notice to you if the request is related to great scope of personal data, other simultaneously examined requests.

If you have a reasonable doubt or a suspicion that your personal data processing is taking place in contradiction to the requirements laid in the General Data Protection Regulation, you may submit a complaint on violence of Personal data Processing to the Information Commissioner's Office as well as applying to the relevant court. You may apply in accordance with the procedures for handling complaints that are established by the Information Commissioner's Office and which may be found by this link: <https://ico.org.uk/make-a-complaint/>

Where permitted by law, we reserve the right to collect a service charge for providing you any information in connection with your request.

15. COOKIES NOTICE

To ensure our website works correctly, we may at times place a small piece of data known as a cookie on your computer or mobile device.

For more information on how to control your Cookie settings and browser settings or how to delete Cookies on your hard drive, please read the Cookies Notice which is available on our website: <https://www.instarem.com/policy/EU-cookie-policy.pdf>

16. CHANGES IN THE PRIVACY NOTICE

NIUM reserves the right to modify this Notice, however, your privacy will not be reduced without your consent. We urge you to review this Notice when you visit to obtain the most current version.

17. CONTACT US

You can contact us by writing to us at escalations@nium.com or post to Nium Fintech Limited, company number 09039850, registered address at 33 Queen Street, London, EC4R 1AP, UK.

Our Data Protection Officer can also be contacted in relation to privacy concerns by writing to privacy@nium.com.



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