

PRIVACY POLICY

INTRODUCTION

This Privacy Policy explains how Mynalabs Inc. (“we” “us,” or “our”) collects, uses, shares, and otherwise processes your personal data and your rights regarding your personal data.

We provide you with our websites <https://neiro.ai/> and <https://studio.neiro.ai/> (together the “Service”). When you use the Service or interact with us in any way (for example, by communicating via email), you may provide us with your personal data. This Privacy Policy explains how we handle and protect your personal data.

“**Personal data**” means information that relates to, describes, or identifies you. This could include your name, date of birth, or email.

This Privacy Policy applies to your use of the Service. If you access or use the Service, you agree with and accept this Privacy Policy.

INFORMATION WE MAY COLLECT

Information You Provide to Us

When you use or access the Service, create an account, send a message to us, or participate in activities on the Service, you may input personal data into the Service.

We collect the following categories of data that you voluntarily provide to us:

- Identity data (such as first name, last name, username, or similar identifier).
- Contact data (such as billing address and email address).
- Account login credentials (such as usernames, passwords, password hints, Apple ID).
- Commercial data (such as company name, team member names, business purpose, and requirements for video generation).
- Usage data (such as information about how our website, products, and services are used).
- Marketing data (such as marketing and communication preferences).
- Audio/Video data (such as content uploaded as a data source for video generation).
- Technical data (such as internet protocol (IP) address, login data, browser, time zone setting and location, and operating system used for access).
- Other information that you enter, post, send, or submit to our Service (such as account

settings, account passwords or information contained in the communications that you send to us by email, mail, or in any other form).

Information Collected from Third Parties

We may receive information about you or related to you from service providers, other users, third-party services, public social media platforms, or public databases.

Information Collected Automatically

Certain information is collected automatically when you use or visit our Service. This information does not reveal your identity (such as your name or contact information), but may include information about your device, its use, and other technical information. This information helps us maintain security, ensure optimization of the Service for your needs, and facilitate customer support.

The tracking technologies we use to collect this information include cookies, web beacons, Flash cookies, embedded scripts, pixels, and other similar technologies.

The tracking technologies automatically collect the following categories of data:

- **Browser data:** information that your browser automatically sends when you use the Service, including IP address, browser type, browser language, settings, Service usage patterns. You have the option to configure your browser settings to reject all cookies or to notify you when a cookie is being sent. However, please note that if you decline cookies, certain parts of our Service may not be accessible to you.
- **Device data:** information about the device you use, such as device type, model and manufacturer, device operating system brand and model, device hard disk drive, operating system version, and information regarding the location of your device. For example, unique advertising identifier (such as the Apple IDFA (or UDID in older Apple phone models) or Android Advertising ID/Google AdID), and any other unique identifier that may be assigned to your device, or a non-cookie unique identifier and other technical identifiers, error reports and performance data.
- **Location tracking:** We collect data that pinpoints your approximate location based on IP address. This helps us prevent fraud and manage risks effectively as well as allows us to provide you with Service that are more effectively tailored to your location.
- **Usage data:** information about your use of the Service, including patterns, time, and date of your use of the Service.
- **Analytics data:** general information about traffic and usage trends for the Service.

PURPOSES FOR WHICH WE USE PERSONAL DATA

We use the personal data collected through our Service to:

- provide the Service to you, create and maintain your account, verify your identity, process transactions, and provide customer support;
- improve the Service for you, identify activity patterns and usage trends;
- process and fulfill a request, order, download, subscription or other transaction;
- communicate with you, send you emails, including confirmations and reminders, respond to your requests for assistance, or report on technical issues;
- comply with applicable laws, cooperate with investigations by law enforcement or other authorities of suspected violations of law, and/or to protect our and our Affiliates' legal rights;
- update you about changes to the Service, send messages about new features or promotions that may interest you; or
- maintain safety and security, detect, prevent, and respond to potential or actual security incidents, and protect against other illegal activities.

HOW WE DISCLOSE PERSONAL DATA

Disclosure of Personal Data to Third Parties

We do not sell, share, or otherwise disclose your personal data, but in the following circumstances, we may share your personal data with the following third parties:

- Public authorities and third parties when the law or a government order requires us to do so or when we need to protect our rights or users' rights, or prevent crime.
- Our subsidiaries, affiliates, and co-owners. We may also disclose personal data to operators of the Service, subsequent owners, and their advisors in connection with a merger, reorganization, sale of our assets, or other change of control.
- Service providers when they need access to your personal data to perform services for us, such as web hosting, debugging services, payment processing, email and productivity services, survey providers, and customer service providers.

Third-Party Websites

Our Service may include links to external websites or services that are not operated by us. If you click on a third-party link, you will be redirected to their website. The collection and use of your personal information by these third-party websites are governed by their own privacy policies.

Please note that we have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party websites or services. It is your responsibility to familiarize yourself with the privacy practices of those third parties before interacting with their websites or services.

Disclosure of Anonymous Information

We may disclose anonymous information to any third party without notification. Anonymous information means information which does not allow the identification of an individual user, such as aggregated, anonymized, or de-identified information about the use of our services. Such information does not constitute personal data.

YOUR RIGHTS TO PERSONAL DATA

You have the following rights to your personal data:

- The right to know what data we have about you. To exercise this right, please contact us at contact@neiro.ai.
- The right to correct, delete, or update your personal data. You can access and modify your personal data through your account or the settings section of the Service. If you need assistance, please contact us at contact@neiro.ai. Please note that sometimes we may not be able to modify or delete certain information. For example, we are required by law to keep certain information for a defined period.
- The right to opt out of receiving electronic marketing communications from us. We may periodically send you emails and messages promoting the use of the Service. You can opt out (unsubscribe) of receiving these messages by following the instructions included in each email or message. If you have any additional questions, please contact us at contact@neiro.ai.

If you believe that we have violated your rights, please reach out to us at contact@neiro.ai. We value your feedback and are committed to resolving any issues or disputes in a prompt and informal manner.

When we cease processing or delete your personal data upon your request, it may affect your ability to use or contribute to certain Services we offer. You will be notified of such changes and the potential impact on their ability to use our Services.

PERSONAL DATA OF CUSTOMERS FROM CALIFORNIA

If you are a California resident, you have specific rights to your personal data:

- You can request that we delete any of your personal data we have collected. But we may not be required to comply with your request if it is necessary for us to maintain your personal information for the reasons provided under California Civil Code Section 1798.105(d).
- You have the right to request in writing a list of:
 - (a) the categories of personal data we have collected in the preceding 12 months;
 - (b) the categories of sources from which your personal data is collected;
 - (c) the business or commercial purpose for collecting your personal data;

- (d) the categories of third parties with whom we shared your personal data in the preceding 12 months; and
 - (e) the specific pieces of personal data we have collected about you during the preceding 12 months.
- You have the right not to be discriminated against for exercising any of the rights described in this section. We will not discriminate against you for exercising your right to know what data we have about you or the right to delete your personal data.

If you have any questions, please contact us at contact@neiro.ai. Only you may make a verifiable consumer request related to your personal data. To verify your identity, we may ask you to verify the personal data we already have on file for you. We may ask you to provide your name, email address, and certain other pieces of identifying information.

We do not sell your personal information to facilitate or enable third parties to advertise to you. We do not sell the personal data of minors under 16 years of age.

DATA RETENTION

We retain your personal information only for as long as necessary to provide you with our products and services, as detailed in this Privacy Policy, or as long as we have your consent to keep it. Our retention periods are based on criteria that include the necessity to manage your account, deliver the products and services you have requested, maintain the outputs and content you have generated, resolve disputes, enforce our agreements, and ensure the safety, security, and integrity of our operations. We also consider our need to protect our rights, property, and products from harm. We regularly assess the necessity of keeping your information to determine if retention is still justified.

Upon receiving a request from you to delete your personal information, we aim to initiate the deletion process, unless we are legally obligated or permitted to retain the information. Compliance with applicable laws may require or allow us to maintain certain information, including for purposes such as protecting our business or complying with mandatory law requirements.

DATA SECURITY

We have put in place security measures to protect your personal data from misuse, unauthorized access, disclosure, alteration, and destruction. We maintain appropriate administrative, technical, and physical safeguards. This includes firewalls, password protection, and other authentication controls. In addition, browsing mode for the Service is protected by encryption technology. However, security on the internet can never be 100% guaranteed. We will take reasonable technical and organizational precautions to protect your personal data.

You are responsible for securing your digital wallet, and we strongly recommend taking steps to ensure its ongoing security. If you encounter any issues with your wallet, please contact your wallet provider for assistance.

INTERNATIONAL TRANSFERS OF PERSONAL DATA

We store and process information in the United States. We, our affiliates, or service providers can maintain facilities in any other country. The information collected about you could be transferred and processed in any of these facilities. Laws governing data collection and transfer may differ from U.S. You agree to the transfer of personal data to any country in which we, our affiliates, or service providers maintain facilities.

We will use appropriate safeguards for transferring your personal data outside of your country of residence where required and only transfer such personal data under a legally valid transfer mechanism.

CHILDREN'S PRIVACY

To register with and use the Service, individuals must be at least 18 years of age. Our Service is not intended for use by children under the age of 16, and we have no intention of collecting personal data from individuals in this age group. If you are a parent or guardian of a child under 16 years old who has provided us with personal information, please contact us at contact@neiro.ai. If we become aware that we have unknowingly collected personal information from a child under age 16, we take steps to remove that information from our servers. We urge parents and guardians to actively educate their children about the importance of safeguarding their personal information while online.

CHANGES TO THE PRIVACY POLICY

This Privacy Policy can be updated from time to time. Please check back periodically for the latest version of the Privacy Policy. If there are any significant changes made to the use of your personal data, we will notify you. Your use of the Service following any changes to this Privacy Policy constitutes your acceptance of any such changes.

QUESTIONS OR CONCERNS?

If you have any questions about this Privacy Policy, your privacy, or the protection of the personal data we hold about you, you can contact us at contact@neiro.ai.