

Personal Data Protection and Processing Policy

1. General Provisions

1.1. This Personal Data Protection and Processing Policy (hereinafter – the "Policy") sets out the conditions for the processing and protection of personal data carried out using automated and other means, in accordance with the stated purposes and grounds for such personal data processing.

1.2. The Personal Data Controller is the person specified in clause 1.1 of the Public Offer for concluding an agreement on the provision of mobile communication services, published on the website: <https://streamtele.com> (hereinafter – the "Website").

1.3. Personal data processing is carried out in accordance with the Law of Ukraine "On Personal Data Protection" and other legislative acts of Ukraine.

1.4. We respect the right of personal data subjects, who are users (hereinafter – the "Users") of the Website, to privacy and the confidentiality of personal data obtained as a result of using the Website, and we take appropriate security measures aimed at preventing accidental or unauthorized destruction, accidental loss, as well as preventing unauthorized access, alteration, or dissemination.

1.5. This Policy, together with the Public Offer for concluding an agreement on the provision of mobile communication services, forms the basis on which personal data (of the User, about themselves, or about other personal data subjects provided by the User) is obtained and processed.

1.6. By providing their data during registration, or electronically via the link: <https://streamtele.com>, or in other cases provided for in this Policy, the User agrees to the provisions set forth in the Policy and voluntarily consents to the processing of personal data.

2. Terminology

2.1. Personal data – a set of information about a User who is identified or can be specifically identified.

2.2. Personal data base – a named set of structured personal data in electronic form.

2.3. Personal Data Controller – the person specified in clause 1.1 of the Public Offer published on the Website, and other persons on whose behalf "Stream Telecom" provides services, who have determined the purpose of personal data processing, established the composition of such data, and set out the procedures for their processing, among other things.

2.4. Personal data processing – any action or set of actions such as collection, registration, accumulation, storage, adaptation, modification, updating, use and distribution (dissemination,

realization, transfer), anonymization, destruction of personal data, including through the use of information (automated) systems.

2.5. Personal data subject – a User whose personal data is processed.

3. Rights of the Personal Data Subject (in accordance with Article 8 of the Law of Ukraine "On Personal Data Protection"):

3.1. To know the sources of collection, the location of their personal data, the purpose of its processing, the location or place of residence (stay) of the controller or processor of personal data, or to authorize designated persons to obtain this information, except in cases established by law.

3.2. To receive information on the conditions of access to personal data, in particular information about third parties to whom their personal data is transferred.

3.3. To access their personal data.

3.4. To receive, no later than thirty calendar days from the date of request (except in cases provided for by law), a response as to whether their personal data is being processed, as well as to receive the content of such personal data.

3.5. To submit a reasoned request to the controller objecting to the processing of their personal data.

3.6. To submit a reasoned request for the modification or deletion of their personal data to any controller or processor if such data is processed unlawfully or is inaccurate.

3.7. To protect their personal data from unlawful processing, accidental loss, destruction, damage due to intentional concealment, non-provision or untimely provision, as well as protection from the provision of information that is inaccurate or defames honor, dignity, and business reputation.

3.8. To file complaints about the processing of their personal data with the Authorized Representative or in court.

3.9. To apply legal remedies in case of violation of personal data protection laws.

3.10. To make reservations regarding restrictions on the right to process their personal data when giving consent.

3.11. To withdraw consent to the processing of personal data.

3.12. To know the mechanism of automatic processing of personal data.

3.13. To be protected from an automated decision that has legal consequences for them.

4. Purpose and Grounds for Processing Personal Data

4.1. The purposes of processing personal data are:

4.1.1. Ensuring the possibility for the Controller to properly provide mobile communication services, ensuring the exercise of rights and obligations in accordance with the terms of the Offer and legislative acts.

4.1.2. Providing consultations and responses to Users' inquiries.

4.1.3. Informing about services and offers provided by the Controller.

4.1.4. Ensuring the preservation, security, and acceleration of the Website's operation.

4.2. The basis for processing personal data is the User's consent, i.e., the User's voluntary declaration of will to grant permission to process their personal data provided during registration on the Website. It is deemed that the User has consented to the processing of their personal data from the moment of proper acceptance of the Offer's terms.

5. Persons Having Access to Personal Data

5.1. The use and processing of personal data may be carried out by the Controller personally or by third parties, provided that they undertake obligations not to disclose in any way the personal data entrusted to them.

5.2. Personal data may be used by representatives/employees of the Controller directly responsible for providing mobile communication services based on the proposed Offer, as well as by the Controller's partners/contractors solely for the purposes defined in clause 4.1 of this Policy.

5.3. Employees of the Controller and/or third parties observe the confidentiality regime regarding personal data.

5.4. Each employee of the Controller has access only to that portion of Users' personal data necessary for the performance of their professional or job duties.

5.5. The dissemination of personal data by the aforementioned subjects without the User's consent or the consent of their authorized representative is allowed in cases defined by law and only (if necessary) in the interests of national security, economic well-being, and human rights.

6. Composition and Content of Personal Data

6.1. Personal data includes:

6.1.1. Full name.

6.1.2. Email address.

6.1.3. Landline and/or mobile phone number.

6.1.4. Other data at the User's discretion.

7. Procedure for Processing Personal Data

7.1. Personal data is obtained by:

7.1.1. The User filling out a form when registering on the Website and agreeing to the terms of the Offer.

7.1.2. Sending it to one or more email addresses listed on the Website.

7.1.3. Providing it over the phone using numbers listed on the Website.

7.1.4. Sending it in paper form to the Controller's address.

7.2. Personal data processing is carried out using an automated/electronic information system in which personal data is recorded and stored.

7.3. The User has free access to their personal data and the ability to make changes via their Personal Account on the Website, or by contacting one or more email addresses or using the contact phone numbers listed on the Website.

7.4. Personal data received from the User is stored on secure servers. All appropriate administrative and technical measures are taken to protect personal data from accidental or unlawful dissemination, unauthorized disclosure, misuse, and any other unlawful actions regarding the processing of personal data in the possession of the Controller. Data is used only to achieve the above-mentioned purposes.

7.5. The database provided by the User may not be used for the Controller's personal purposes or transferred to third parties, except for the purpose of providing services to the User who provided such a database.

7.6. Personal data provided by the User, as well as any materials and information that became known in connection with the fulfillment of the Offer's terms, is stored for the duration of the Offer and for the period necessary to achieve the purpose of personal data processing. Data may be deleted or destroyed in cases provided for in part 2 of Article 15 of the Law of Ukraine "On Personal Data Protection."

7.7. If information about the User is found to be inaccurate, such information must be promptly changed or destroyed.

7.8. The User has the right to submit a reasoned request to the Controller to prohibit the processing of their personal data (or part thereof). Such a request is reviewed by the Controller within 2 days from the date of receipt. If the review determines that the User's personal data (or part thereof) is inaccurate, the Controller stops processing such personal data (or part thereof) and/or changes its composition/content and informs the personal data subject of this.

7.9. The Controller does not verify the personal data provided by the personal data subject during registration on the Website and is not responsible for its accuracy to third parties in the case of its lawful transfer.

7.10. Any User requirements related to imposing additional restrictions on personal data processing and/or prohibiting their processing and/or deleting personal data may result in the impossibility of the Controller fulfilling its obligations to the User in providing services under the Offer. In such a case, the Controller is not responsible for non-performance or improper performance of its obligations.

7.11. The personal data subject assumes responsibility for any possible negative consequences of their actions aimed at providing the Controller with incomplete and/or inaccurate and/or outdated personal data and/or personal data of third parties.