

Privacy Policy

TRUST 300 IT has many different ways that you can use our services – to search for and share information, to communicate with other people or to create new content. When you share information with **TRUST 300 IT**, for example by creating a **CityHi** account, we can make those services even better – to show you more relevant search results and ads, to help you connect with people or to make sharing with others quicker and easier. The way our services are used, we want you to be clear how we're using information and the ways in which you can protect your privacy.

TRUST 300 IT Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

Collection of Information

TRUST 300 IT collects information to provide better services to all of its users – from figuring out basic stuff like which language you speak, to more complex things like which ads you'll find most useful or the people who matter most to you online.

Collection of information in two ways:

- **Information you give us.** For example, many of our services require you to sign up for a **CityHi** Account. When you do, we'll ask for information, like your name, email address, telephone number or credit card. If you want to take full advantage of the sharing features we offer, we might also ask you to create a publicly visible profile, which may include your name and photo.
- **Information we get from your use of our services.** **TRUST 300 IT** may collect information about the services that you use and how you use them, like when you visit a location in **CityHi** that uses our advertising services or you view and interact with our content. This information includes:

- **Device information:**

We may collect device-specific information (such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number). **CityHi** may associate your device identifiers or phone number with your **CityHi** Account.

- **Log information**

When you use our services or view content provided by **CityHi**, we may automatically collect and store certain information in server logs. This may include:

- Details of how you used our service, such as your search queries.
- Internet protocol address.
- Device event information such as crashes, system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.
- Cookies that may uniquely identify your browser or your **CityHi** Account.

- **Location information**

When you use a location-enabled **CityHi** service, we may collect and process information about your actual location, like GPS signals sent by a mobile device. We may also use various technologies to determine location, such as sensor data from your device that may, for example, provide information on nearby Wi-Fi access points and cell towers.

- **Unique application numbers**

Certain services include a unique application number. This number and information about your installation (for example, the operating system type and application version number) may be sent to **CityHi** when you install or uninstall that service or when that service periodically contacts our servers, such as for automatic updates.

- **Local storage**

We may collect and store information (including personal information) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.

- **Cookies and anonymous identifiers**

We use various technologies to collect and store information when you visit a **CityHi** service, and this may include sending one or more cookies or anonymous identifiers to your device. We also use cookies and anonymous identifiers when you interact with services we offer to our partners, such as advertising services or **CityHi** features that may appear on other sites.

How we use information we collect

We use the information we collect from all of our services to provide, maintain, protect and improve them, to develop new ones, and to protect **CityHi** and our users. We also use this information to offer you tailored content – like giving you more relevant search results and ads.

We may use the name you provide for your **CityHi** Profile across all of the services we offer that require a **CityHi** Account. In addition, we may replace past names associated with your **CityHi** Account so that you are represented consistently across all our services. If other users already have your email, or other information that identifies you, we may show them your publicly visible **CityHi** Profile information, such as your name and photo.

When you contact **CityHi**, we may keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements.

We use information collected from cookies and other technologies, like pixel tags, to improve your user experience and the overall quality of our services. For example, by saving your language preferences, we'll be able to have our services appear in the language you prefer. When showing you tailored ads, we will not associate a cookie or anonymous identifier with sensitive categories, such as those based on race, religion, sexual orientation or health.

We may combine personal information from one service with information, including personal information, from other **CityHi** services.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

CityHi processes personal information on our servers in many countries around the world. We may process your personal information on a server located outside the country where you live.

Transparency and choice

People have different privacy concerns. Our goal is to be clear about what information we collect, so that you can make meaningful choices about how it is used.

- **Intellectual Property Claim Notices:** If you notify us of an intellectual property claim, the information in your claim notice may be shared with other parties to the disagreement or third parties in our discretion and as required by law. We believe that sharing intellectual property claim information with other parties helps resolve the disagreement in many cases. For more information, as per our policies.
- **Service Alfa or Beta User:** If you volunteer to serve as a user for pre-commercial content, we will track bug reports and potentially individual system performance in an effort to rigorously test technology before it is deployed.
- **Former Customer:** If you cease being a customer of ours, we will keep a copy of your registration file in our database for use in the event you wish to rejoin **CityHi**, and for anti-fraud and other purposes.
- **Individuals Outside of Dubai:** Anyone using **CityHi** or the **TRUST 300 IT** Websites from outside of Dubai should be aware that personal information collected on these Websites may be stored and processed in the Dubai or any other country in which **TRUST 300 IT** or its affiliates, subsidiaries or agents maintain facilities, and by using the Service, you consent to any such transfer of information outside of your country.
- **We May Communicate With or Email You:** You agree that **TRUST 300 IT** (including through its agents) may communicate with you via email and any similar technology for any purpose relating to the Service, the Linden Software and any services or software which may in the future be provided by **TRUST 300 IT** or on **TRUST 300 IT**'s behalf.

Information you share

Many of our services let you share information with others. Remember that when you share information publicly, it may be indexable by search engines, including **CityHi**. Our services provide you with different options on sharing and removing your content.

Accessing and updating your personal information

Whenever you use our services, we aim to provide you with access to your personal information. If that information is wrong, we strive to give you ways to update it quickly or to delete it – unless we have to keep that information for legitimate business or legal purposes. When updating your personal information, we may ask you to verify your identity before we can act on your request.

We may reject requests that are unreasonably repetitive, require disproportionate technical effort (for example, developing a new system or fundamentally changing an existing practice), risk the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes).

Where we can provide information access and correction, we will do so for free, except where it would require a disproportionate effort. We aim to maintain our services in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, we may not immediately delete residual copies from our active servers and may not remove information from our backup systems.

Information we share

We do not share personal information with companies, organizations and individuals outside of **CityHi** unless one of the following circumstances applies:

- **With your consent**

We will share personal information with companies, organizations or individuals outside of **CityHi** when we have your consent to do so.

- **With domain administrators**

If your **CityHi** Account is managed for you by a domain administrators (for example, for **CityHi** Apps users) then your domain administrator and resellers who provide user support to your organization will have access to your **CityHi** Account information (including your email and other data). Your domain administrator may be able to:

- View statistics regarding your account, like statistics regarding applications you install.
- Change your account password.
- Suspend or terminate your account access.
- Access or retain information stored as part of your account.
- Receive your account information in order to satisfy applicable law, regulation, legal process or enforceable governmental request.
- Restrict your ability to delete or edit information or privacy settings.

Please refer to your domain administrator's privacy policy for more information.

- **For external processing**

We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

- **For Legal reasons**

We will share personal information with companies, organizations or individuals outside of **CityHi** if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of **CityHi**, our users or the public as required or permitted by law.

We may share information publicly and with our partners – like publishers, advertisers or connected sites. For example, we may share information publicly to show trends about the general use of our services.

Information security

We work hard to protect **CityHi** and our users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we hold. In particular:

- We encrypt many of our services.
- We offer you verification when you access your **CityHi** Account.
- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.

- We restrict access to personal information to **CityHi** employees, contractors and agents who need to know that information in order to process it for us, and who are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

There are thus different levels of information we collect, depending upon your relationship to **TRUST 300 IT** and how you use the Service:

- **Website Visitor:** If you use our Websites, we automatically record information related to your IP address, **TRUST 300 IT** cookie information, and aggregate information on what content you access or visit.
- **Mailing List Member:** If you provide us personal information in order to subscribe to our mailing list, we collect information to aid delivery and preferences such as e-mail address and message performance statistics.
- **Registered Website Member:** If you register on any of our Websites, we will track broad site usage information as well as aggregate usage of any Website community features such as downloads and forums.
- **CityHi User:** If you install or use **CityHi** software, we collect and aggregate a variety of data to monitor system and simulation performance, and to verify your unique identity. This includes specific and general information about your computer hardware and Internet connection, which are stored together but are not personally identifiable. We track usage of customer service resources in order to ensure high quality interactions.
- **In-City Conduct:** We may collect and retain any other information relating to your account data or in-world activities including chat or IM logs, IP address and logs, places visited in **CityHi**, and other users or parties to whom you transfer Linden dollars or other objects.
- **TRUST DOLLARS Transactions:** If you conduct transactions on the TRUST DOLLARS, we may collect and retain some or all of the information related to these transactions, including amounts of transactions, parties involved, time and manner of exchange and cash-out, and other circumstances of the transactions.
- **Application:** Our Privacy Policy applies to all of the services offered by **TRUST 300 IT** and its affiliates, including services offered on other sites (such as our advertising services), but excludes services that have separate privacy policies that do not incorporate this Privacy Policy.

Our Privacy Policy does not apply to services offered by other companies or individuals, including products or sites that may be displayed to you in search results, sites that may include **CityHi** services, or other sites linked from our services. Our Privacy Policy does not cover the information practices of other companies and organizations who advertise our services, and who may use cookies, pixel tags and other technologies to serve and offer relevant ads.

- **Enforcement:** We regularly review our compliance with our Privacy Policy. When we receive formal written complaints, we will contact the person who made the complaint to follow up. We work with the appropriate regulatory authorities to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.
- **Changes:** Our Privacy Policy may change from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes).