

Privacy and Cookies Policy

Last Updated: 14 February 2024

Thatch Pte. Ltd. (“**Thatch**”, “**we**”, “**us**” or “**our**”, as the context may be) are committed to protecting and respecting your privacy. This Privacy and Cookies Policy (together with our Terms and Conditions for Members, hereinafter referred to as the “Terms”) describe our practices related to the processing of personally identifiable information we collect from or about you in the course of your use of the Thatch website, smart device application and all associated online services (collectively, the “**Thatch Platform**”)

1. About us

The Thatch Platform is owned and operated by Thatch Pte. Ltd. with its registered office at 1 Keong Saik Road, The Working Capitol, Singapore 089109.

You can contact us:

- (a) by post,
- (b) using the Thatch Platform contact form; or
- (c) by email, using the email address published on the Platform from time to time.

2. How this Privacy and Cookies Policy applies

This Privacy and Cookies Policy applies where we are acting as a data controller with respect to your personal data as a visitor of our website and/or user of our services; in other words, where we determine the purposes and means of the processing of that personal data.

We will only process your personal data in the manner set out in this Privacy and Cookies Policy if you have specifically agreed or consented to us doing so (for example through your explicit acceptance of this Privacy and Cookies Policy or via an electronic tick-box or other similar measures as required by applicable data protection laws) or if we have legitimate grounds to do so.

3. The personal data that we may collect

3.1 Information you give us.

Information that is necessary for the use of the Thatch Platform.

We ask for and collect the following personal information about you when you use the Thatch Platform. This information is necessary for the adequate performance of the contract between you and us and to allow us to comply with our legal obligations. Without it, we may not be able to provide you with all the requested services.

- **Account Information.** When you register a Thatch Account, we require certain information such as your first name, last name, email address, city, gender and year of birth.
- **Profile Information.** To use certain features of the Thatch Platform (such as booking a service), we may ask you to provide additional information, which may include your address, phone number, and a profile picture.

- **Identity Verification Information.** To help create and maintain a trusted environment, we may collect identity verification information or other authentication information as permitted by applicable laws.
- **Payment Information.** To use certain features of the Thatch Platform (such as booking a service), we may require you to provide certain financial information (like your bank account or credit card or debit card information) in order to facilitate the processing of payments.
- **Communications with Thatch and other Members.** When you communicate with Thatch or use the Thatch Platform to communicate with other Members, we collect information about your communication and any information you choose to provide.

Information you choose to give us

You may choose to provide us with additional personal information in order to obtain a better user experience when using Thatch Platform. This additional information will be processed based on your consent.

- **Additional Profile Information.** You may choose to provide additional information as part of your Thatch profile (such as preferred language(s) and a personal description). Some of this information as indicated in your Account settings is part of your public profile page and will be publicly visible to others.
- **Other Information.** You may otherwise choose to provide us information when you fill in a form, conduct a search, update or add information to your Thatch Account, respond to surveys, post on the blog, participate in promotions, or use other features of the Thatch Platform.

3.2 Information we collect about you

When you use the Thatch Platform, we automatically collect information, including personal information, about the services you use and how you use them. This information is necessary for the adequate performance of the contract between you and us, to enable us to comply with legal obligations and given our legitimate interest in being able to provide and improve the functionalities of the Thatch Platform.

- **Geo-location Information.** When you use certain features of the Thatch Platform, we may collect information about your precise or approximate location as determined through data such as your IP address or mobile device's GPS to offer you an improved user experience. Most mobile devices allow you to control or disable the use of location services for applications in the device's settings menu. Thatch may also collect this information even when you are not using the app if this connection is enabled through your settings or device permissions.
- **Usage Information.** We collect information about your interactions with the Thatch Platform such as the pages or content you view, your searches for services on the Thatch Platform, and other actions on the Thatch Platform.
- **Log Data and Device Information.** We automatically collect log data and device information when you access and use the Thatch Platform, even if you have not created a Thatch Account or logged in. That information includes, among other things: details about how you've used the Thatch Platform (including if you clicked on links to third party applications), IP address, access dates and times, hardware and software information, device information, device event information, unique identifiers, crash data, cookie data, and the pages you've viewed or engaged with before or after using the Thatch Platform.
- **Cookies and Similar Technologies.** We use cookies and other similar technologies, such as web beacons, pixels, and mobile identifiers. We may also allow our business partners to use these tracking technologies on the Thatch Platform, or engage others

to track your behaviour on our behalf. While you may disable the usage of cookies through your browser settings, the Thatch Platform currently does not respond to a “Do Not Track” signal in the HTTP header from your browser or mobile application due to lack of standardization regarding how that signal should be interpreted. For more information on our use of these technologies, see our Cookie Policy below.

- **Payment Transaction Information.** We collect information related to your payment transactions through the Thatch Platform, including the payment instrument used, date and time, payment amount, payment instrument expiration date and billing postcode, IBAN information, your address and other related transaction details. This information is necessary for the adequate performance of the contract between you and Thatch and to allow the provision of the Payment Services.

3.3 Information we receive from other sources.

We may collect information, including personal information, that others provide about you when they use the Thatch Platform, or obtain information from other sources and combine that with information we collect through the Thatch Platform. We do not control, supervise or respond for how the third parties providing your information process your personal data, and any information request regarding the disclosure of your personal information to us should be directed to such third parties.

- **Third Party Services.** If you link, connect, or login to your Thatch Account with a third party service (e.g. Google, Facebook, WeChat), the third party service may send us information such as your registration and profile information from that service. This information varies and is controlled by that service or as authorised by you via your privacy settings at that service.
- **Your References.** If someone has written a reference for you, it will be published on your Thatch public profile page with your consent.
- **Background Information.** To the extent permitted by applicable laws and with your consent where required, Thatch may obtain the local version of police, background or registered sex offender checks. We may use your information, including your full name and date of birth, to obtain such reports.
- **Other Sources.** To the extent permitted by applicable law, we may receive additional information about you, such as demographic data or fraud detection information, from third party service providers and/or partners, and combine it with information we have about you. For example, we may receive background check results (with your consent where required) or fraud warnings from service providers like identity verification services for our fraud prevention and risk assessment efforts. We may receive information about you and your activities on and off the Thatch Platform through partnerships, or about your experiences and interactions from our partner ad networks.

We will combine the information that we collect automatically from you with any other information that we collect directly from you or about you (see “Aggregate data, data analytics and social media functionality” below).

From time to time we may update the methods of collection and data fields above. Where there are significant changes we will endeavour to notify you in accordance with the section "Notification of changes to this Privacy and Cookies Policy" below.

4. How we use personal data?

We use, store, and process information, including personal information, about you to provide, understand, improve, and develop the Thatch Platform, create and maintain a trusted and safer environment and comply with our legal obligations.

4.1 Provide, improve and develop the Thatch Platform

- Enable you to access and use the Thatch Platform.
- Enable you to communicate with other Members.
- Operate, protect, improve, and optimise the Thatch Platform and experience, such as by performing analytics and conducting research.
- Provide customer service.
- Send you service or support messages, updates, security alerts, and account notifications.
- If you provide us with your contacts' information, we may process this information: (i) to send your requests for references, (ii) for fraud detection and prevention, and (iii) for any purpose you authorise at the time of collection.
- To operate, protect, improve, and optimise the Thatch Platform and experience, and personalise and customise your experience (such as making suggestions or ranking search results), we conduct profiling based on your interactions with the Thatch Platform, your search and booking history, your profile information and preferences, and other content you submit to the Thatch Platform.
- Enable you to access and use the payment services on the Thatch Platform.
- Detect and prevent fraud, abuse, security incidents, and other harmful activity.
- Conduct security investigations and risk assessments.
- Conduct checks against databases and other information sources.
- Comply with legal obligations (such as anti-money laundering regulations).
- Enforce payment policies.
- With your consent, send you promotional messages, marketing, advertising, and other information that may be of interest to you based on your preferences.

4.2 Create and Maintain a Trusted and Safer Environment.

- Detect and prevent fraud, spam, abuse, security incidents, and other harmful activity.
- Conduct security investigations and risk assessments.
- Verify or authenticate information or identifications provided by you (such as to verify your address or compare your identification photo to another photo you provide).
- Conduct checks against databases and other information sources, including background or police checks, to the extent permitted by applicable laws and with your consent where required.
- Comply with our legal obligations.
- Resolve any disputes with any of our Members and enforce our agreements with third parties.
- Enforce our Terms and other policies.
- In connection with the activities above, we may conduct profiling based on your interactions with the Thatch Platform, your profile information and other content you submit to the Thatch Platform, and information obtained from third parties. In limited cases, automated processes may restrict or suspend access to the Thatch Platform if such processes detect a Member or activity that we think poses a safety or other risk to the Thatch Platform, other Members, or third parties.

We process this information given our legitimate interest in protecting the Thatch Platform, to measure the adequate performance of our contract with you, and to comply with applicable laws.

4.3 Provide, Personalise, Measure, and Improve our Advertising and Marketing.

- Send you promotional messages, marketing, advertising, and other information that may be of interest to you based on your preferences (including information about Thatch or partner campaigns and services) and social media advertising through social media platforms such as Facebook or Google).
- Personalise, measure, and improve our advertising.
- Conduct profiling on your characteristics and preferences (based on the information you provide to us, your interactions with the Thatch Platform, information obtained from third parties, and your search and booking history) to send you promotional messages, marketing, advertising and other information that we think may be of interest to you.

We will process your personal information for the purposes listed in this section given our legitimate interest in undertaking marketing activities to offer you products or services that may be of your interest. You can opt-out of receiving marketing communications from us by following the unsubscribe instructions included in our marketing communications or changing your notification settings within your Thatch Account.

5. Sharing and disclosure

5.1 With Your Consent.

Where you have provided consent, we share your information, including personal information, as described at the time of consent, such as when you authorise a third party application or website to access your Thatch Account or when you participate in promotional activities conducted by Thatch partners or third parties.

5.2 Sharing between Members.

To help facilitate bookings or other interactions between Members, we may need to share certain information, including personal information, with other Members, as it is necessary for the adequate performance of the contract between you and us, as follows:

- When you as a User submit a booking request, certain information about you may be shared with the Service Provider, including your full name, email address, your cancellation history, and other information you agree to share. When your booking is confirmed, we may disclose additional information to assist with coordinating the provision of the Service, like your phone number.
- When you as a Service Provider have a confirmed booking, certain information may be shared with the User to coordinate the booking, such as your full name, email address, phone number, and address where relevant.

We don't share your billing and payout information with other Members.

5.3 Profiles, Listings, and other Public Information.

The Thatch Platform lets you publish information, including personal information, that is visible to the general public. For example:

- Service Providers' pages are publicly visible and include information such as the types of services offered, pricing, calendar availability, aggregated demand information (like page views over a period of time), and any additional relevant information you choose to share.
- After a service has been provided by a Service Provider to a User, the Service Provider and User may write Reviews and rate each other. Reviews and Ratings are a part of your public profile page and may also be surfaced elsewhere on the Thatch Platform.
- If you submit content in a blog or social media post, or use a similar feature on the Thatch Platform, that content is publicly visible.

Based on our legitimate interest to promote the Thatch Platform we may display parts of the Thatch Platform on sites operated by Thatch's business partners, using technologies such as widgets or APIs. If your services are displayed on a partner's site, information from your public profile page may also be displayed.

Information you share publicly on the Thatch Platform may be indexed through third party search engines. In some cases, you may opt-out of this feature in your Account settings. If you change your settings or your public-facing content, these search engines may not update their databases. We do not control the practices of third party search engines, and they may use caches containing your outdated information.

5.5 Compliance with Law, Responding to Legal Requests, Preventing Harm and Protection of our Rights.

We may disclose your information, including personal information, to courts, law enforcement or governmental authorities, or authorised third parties, if and to the extent we are required or permitted to do so by law or if such disclosure is reasonably necessary: (i) to comply with our legal obligations, (ii) to comply with legal process and to respond to claims asserted against Thatch, (iii) to respond to verified requests relating to a criminal investigation or alleged or suspected illegal activity or any other activity that may expose us, you, or any other of our users to legal liability, (iv) to enforce and administer our Terms or other agreements with Members, or (v) to protect the rights, property or personal safety of Thatch, its employees, its Members, or members of the public.

These disclosures may be necessary to comply with our legal obligations, for the protection of your or another person's vital interests or for the purposes of our or a third party's legitimate interest in keeping the Thatch Platform secure, preventing harm or crime, enforcing or defending legal rights, or preventing damage.

Where appropriate, we may notify Members about legal requests unless: (i) providing notice is prohibited by the legal process itself, by court order we receive, or by applicable law, or (ii) we believe that providing notice would be futile, ineffective, create a risk of injury or bodily harm to an individual or group, or create or increase a risk of fraud upon Thatch's property, its Members and the Thatch Platform. In instances where we comply with legal requests without notice for these reasons, we will attempt to notify that Member about the request after the fact where appropriate and where we determine in good faith that we are no longer prevented from doing so.

5.6 Working with other service providers

For operational reasons, insofar as reasonably necessary for the purposes, and on the legal bases, set out in this Privacy and Cookies Policy, we transfer personal data to service providers who help us manage our systems and processes (including without limitation market analytics), and to deliver our services to users.

We have implemented safeguards to ensure that our service providers treat personal data in a way that is consistent with the terms of this Privacy and Cookies Policy and applicable laws, and that it is not used except to fulfil products or services to us or where we believe it is necessary for a legitimate reason connected with the products or services we offer.

These service providers and group companies may be located in your country or in other countries. Different privacy laws may apply in these countries. See further detail in our "Transfer of Personal data" section below.

5.7 Social Media Platforms.

Where permissible according to applicable law we may use certain limited personal information about you, such as your email address, to hash it and to share it with social media

platforms, such as Facebook or Google, to generate leads, drive traffic to our websites or otherwise promote our products and services on the Thatch Platform. These processing activities are based on our legitimate interest in undertaking marketing activities to offer you products or services that may be of your interest.

The social media platforms with which we may share your personal data are not controlled or supervised by Thatch. Therefore, any questions regarding how your social media platform service provider processes your personal data should be directed to such provider. Please note that you may, at any time ask Thatch to cease processing your data for these direct marketing purposes by sending an e-mail to admin@thatch.city.

5.9 Business Transfers.

If Thatch undertakes or is involved in any merger, acquisition, reorganization, sale of assets, bankruptcy, or insolvency event, then we may sell, transfer or share some or all of our assets, including your information in connection with such transaction or in contemplation of such transaction (e.g., due diligence). In this event, we will notify you before your personal information is transferred and becomes subject to a different privacy policy.

6. Your rights

We have summarised some rights that you may have under applicable data protection law. You should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

You (may) have the following rights:

- (a) the right to access;
- (b) the right to rectification;
- (c) the right to erasure;
- (d) the right to restrict processing;
- (e) the right to object to processing;
- (f) the right to data portability;
- (g) the right to complain to a supervisory authority; and
- (h) the right to withdraw consent.

You may exercise any of your rights in relation to your personal data by written notice to us.

6.1 Managing your information

You may access and update some of your information through your Account settings. If you have chosen to connect your Thatch Account to a third-party application, like Facebook or Google, you can change your settings and remove permission by changing your Account settings. You are responsible for keeping your personal information up-to-date.

6.2 Access to your personal data

You may have the right to confirmation as to whether or not we process your personal data and, where we do, receive a copy of personal data we keep about you, including the sources of the data, the purposes and methods of processing, any electronic decision-making and the entities with whom we share your data. We will endeavour to provide the information you require within a reasonable time. There may be a small monetary charge for some requests, depending on the information requested, to the extent permitted by applicable law.

6.3 Correction/updating of personal data

If your personally identifiable information changes or is inaccurate, we will provide a way to correct, update or suppress your personal data provided to us. If you are concerned that any of the information we hold about you is incorrect, please contact us. These rights are without prejudice to any legal rights you may have in applicable laws, including your right to object to certain processing of data.

6.4 Erasure

We generally retain your personal information for as long as is necessary for the performance of the contract between you and us and to comply with our legal obligations. If you no longer want us to use your information to provide the Thatch Platform to you, you can request that we erase your personal information and close your Thatch Account. Please note that if you request the erasure of your personal information:

- We may retain some of your personal information as necessary for our legitimate business interests, such as fraud detection and prevention and enhancing safety. For example, if we suspend a Thatch Account for fraud or safety reasons, we may retain certain information from that Thatch Account to prevent that Member from opening a new Thatch Account in the future.
- We may retain and use your personal information to the extent necessary to comply with our legal obligations. For example, we may keep some of your information for tax, legal reporting and auditing obligations.
- Information you have shared with others (e.g., Reviews) may continue to be publicly visible on the Thatch Platform, even after your Thatch Account is cancelled. However, attribution of such information to you will be removed. Additionally, some copies of your information (e.g., log records) may remain in our database, but are disassociated from personal identifiers.
- Because we maintain the Thatch Platform to protect from accidental or malicious loss and destruction, residual copies of your personal information may not be removed from our backup systems for a limited period of time.

6.5 Restriction to processing

You may have the right to restrict the processing of your personal data when (i) you contest the accuracy of the personal data; (ii) processing is unlawful but you oppose erasure; (iii) we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and (iv) you have objected to processing, pending the verification of that objection.

Where processing has been restricted on this basis, we may continue to store your personal data.

However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

6.6 Objection to processing

Unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims, you may have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: (i) the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or (ii) the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal data.

You may have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.

You may have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

6.7 Data portability

To the extent that the legal basis for our processing of your personal data is:

- (a) consent; or
- (b) that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract, and such processing is carried out by automated means;

you may have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

6.8 Complaint to a supervisory authority

If you consider that our processing of your personal data infringes data protection laws, you may have a legal right to lodge a complaint with the relevant supervisory body responsible for data protection.

6.9 Withdrawing your consent

To the extent that the legal basis for our processing of your personal data is consent, you may have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

You do not have to provide us with your personal data. However, if you choose not to provide certain personal data we request and/or require, or consent to its use and disclosure, you will

still be able to visit the Thatch Platform but you may be unable to access certain options, products or services.

You also have the ability to change your cookie settings to block certain types of cookie - this is explained in more detail in our Cookie Policy.

7. Operating globally

To facilitate our global operations Thatch may transfer, store, and process your information in countries outside Singapore. Laws in these countries may differ from the laws applicable to your country of residence.

BY GIVING YOUR CONSENT, YOU UNDERSTAND AND UNAMBIGUOUSLY AGREE THAT YOUR INFORMATION MAY BE PROCESSED AND STORED IN THESE JURISDICTIONS AND THAT DIFFERENT PRIVACY LAWS MAY APPLY IN THESE COUNTRIES WHICH MAY NOT ENSURE THE SAME LEVEL OF DATA PROTECTION AS GRANTED IN YOUR COUNTRY OF RESIDENCE.

We only make these arrangements or transfers where we are satisfied that adequate levels of protection are in place to protect any information held in that country or that the service provider acts at all times in compliance with applicable privacy laws. Where required under applicable laws we will take measures to ensure that personal data handled in other countries will receive at least the same level of protection as it is given in your home country.

In the event your personal data is transferred to a foreign jurisdiction, it may be subject to the laws of that jurisdiction and we may be required to disclose it to the courts, law enforcement or governmental authorities in those jurisdictions but we will only do so where required by applicable laws.

8. Security

We will take appropriate steps to protect the personal data you share with us. We have implemented technology and security features to safeguard the privacy of your personal data. We invest significant resources to protect your personal data, from loss, misuse, unauthorised access, modification or disclosure. However, no internet-based site can be 100% secure and we cannot be held responsible for unauthorised or unintended access that is beyond our control.

9. Aggregate data, data analytics and social media functionality

We may aggregate personal data and remove any identifying elements in order to analyse patterns and improve our marketing and promotional efforts, to analyse Thatch Platform use, to improve our content and product offerings, and to customise the Thatch Platform's content, layout, products and services, and we may appoint third parties to do this on our behalf, as set out above.

We gather certain usage information like the number and frequency of visitors to the Thatch Platform. This information may include which webpage you just came from, which webpage you next go to, what browser you are using, your device and your IP address. We only use such data in the aggregate. This collective data helps us to determine how much our customers use parts of the Thatch Platform, and do research on our users' demographics, interests, and behaviour to better understand and serve you.

If you use buttons on the Thatch Platform linked to social media or similar sites (for example "Like" and/or "Share" buttons), content from the Thatch Platform may be sent back to that other website or service and, depending on your privacy settings, may be privately or publicly visible (for example to friends, followers or generally to anyone who has access to your profile page).

10. Retaining and deleting personal data

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

In some cases it is not possible for us to specify in advance the periods for which your personal data will be retained.

Notwithstanding the above, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject.

11. Cookies and other tracking technologies

We use cookies on our website. A "cookie" is a small computer file which is downloaded to your device. It collects information as to how you navigate the Thatch Platform and the Internet and helps us provide better Platform services to you and tailor certain content. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies. Insofar as those cookies are not strictly necessary for the provision of the Thatch Platform, we will ask you to consent to our use of cookies when you first visit the Thatch Platform. Not accepting these cookies may affect your use of the Thatch Platform.

11.1 Types of Cookies

The Thatch Platform uses both session and persistent cookies, and first and third-party cookies.

Session cookies exist just for your session on the Thatch Platform and **persistent** cookies exist for a longer period and are activated each time you visit the Thatch Platform.

First party cookies are cookies set by the Thatch Platform and **third-party** cookies are set by third party Thatch Platform.

We also use cookies for different purposes. To assist you, we've provided a more detailed explanation of the types of cookies we use below categorised by the purpose of the cookies.

Functional Cookies - these are cookies that are essential for the operation of the Thatch Platform. They include, for example, cookies that enable you to log into secure areas of our websites, progress or complete a booking or make use of other online services we provide. If you disable these cookies, then you may not be able to use the Thatch Platform fully or at all.

Analytical/performance cookies – these allow us to count the number of visitors and to see how visitors move around the Thatch Platform. We aggregate this data and analyse it to improve the way the Thatch Platform work and the user experience, for example, by improving the Thatch Platform' layouts. We use trusted third-party analytics providers' tools to enable this analysis. A description of the use of this

information is set out in the "Aggregate data, data analytics and social media functionality" section of our Privacy Policy.

Local Storage Objects - we may use Flash Local Storage Objects ("Flash LSOs") to store your Platform preferences and to personalise your visit. Flash LSOs are different from browser cookies because of the amount and type of data stored. Typically, you cannot control, delete, or disable the acceptance of Flash LSOs through your web browser. For more information on Flash LSOs, or to learn how to manage your settings for Flash LSOs, go to the Adobe Flash Player Help Page, choose "Global Storage Settings Panel" and follow the instructions. To see the Flash LSOs currently on your computer, choose "Website Storage Settings Panel" and follow the instructions to review and, if you choose, to delete any specific Flash LSO.

11.2 How to reject and/or delete cookies

Modern browsers allow you to change your cookie settings. You can set your browsers or devices to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time. The last of these means that certain personalised features cannot then be provided to you and accordingly you may not be able to take full advantage of all of the website's features. Each browser is different, so check the 'help', 'options' or 'preferences' menu of your browser to learn how to change your cookie preferences.

You can also visit <http://www.aboutcookies.org/> (opens in a new tab) which contains comprehensive information on how to do this on a wide variety of browsers. This site includes details on how to delete cookies from your computer as well as more general information about cookies.

Please also note that if you delete your cookies, unless you were required to provide explicit consent, we may no longer automatically recognise that you have agreed to our Privacy Policy, this Cookies Policy, our Terms, and any other terms of use, and we may ask for confirmation of this along with your language and country preferences.

In relation to advertising cookies, if you are in the EU you can use the YourOnlineChoices.eu (opens in a new tab) website which allows you to set which advertising cookie providers you accept, and which you do not.

11.3 Do Not Track

Currently, our systems do not honour browser do-not-track requests; you may delete cookies and other tracking technologies using the processes specified in our Cookie Policy.

11.4 Links

The Thatch Platform may contain links to other websites. Please be aware that we are not responsible for the privacy practices of web sites not operated by us. We encourage you to read the Privacy and Cookies Policies of each and every website that collects personally identifiable information. This Privacy and Cookies Policy applies solely to information collected by the Thatch Platform.

12. Notification of changes to this Privacy and Cookies Policy

If we decide to change our Privacy and Cookies Policy, we will post those changes on the Thatch Platform. If at any point we decide to use personally identifiable information in a manner materially different from that stated at the time it was collected (and/or where we are required under applicable law) we will notify you. You will have a choice as to whether or not

we use your personal data in this different manner. We will use personal data in accordance with the Privacy and Cookies Policy under which the personal data was collected until you agree otherwise, but if you do not accept the amended Privacy and Cookies Policy, please stop using the Thatch Platform. Each version has a version number and date so you can check this easily.

13. Contact

If you experience any technical problems during your interaction with the Thatch Platform, please contact us here: admin@thatch.city.

Queries, concerns or complaints regarding your privacy or this Privacy and Cookies Policy: If you have queries regarding this Privacy and Cookies Policy please contact us as follows:

Data protection officer: Ruzbeh Masani
Email address: admin@thatch.city