

Mirolab Customer Agreement

This Agreement is between you (hereinafter referred to as "you" or "your") and Mirolab Solutions Ltd. ("Mirolab"). By accessing, using, or clicking "I agree" to any of the services made available by Mirolab through the website www.mirolab.com, our mobile applications, or any other related services provided by Mirolab (collectively, the "Services"), you agree that you have read, understood, and accepted all of the terms and conditions contained in this Agreement, as well as our Privacy Policy.

Agreement Conditions for Mirolab

This section of the Mirolab Customer Agreement outlines the key terms and conditions under which Mirolab provides its services to users. It is important for users to fully understand and agree to these terms in order to use Mirolab's platform and services effectively.

Modifications and Amendments

Mirolab retains the exclusive right to modify, amend, or change the terms of this Agreement at any time, at its sole discretion. Such changes may be made for reasons including, but not limited to:

- Complying with changing legal and regulatory requirements.
- Improving user security and service functionality.
- Addressing developments in the digital asset market and technology.

When modifications occur, Mirolab will:

- Update the terms on the Mirolab website and mobile applications.
- Change the "[Last Revised:]" date at the top of the Agreement page to indicate when the latest modifications were made.

User's Responsibility to Review Changes

- Users are responsible for regularly reviewing the Agreement and any updates.
- Continued use of Mirolab's services after any changes indicates the user's acceptance of the revised terms.
- If a user disagrees with any changes to the Agreement, they must immediately cease using Mirolab's services and may close their account.

Acceptance of Agreement

- By registering for a Mirolab account, users explicitly confirm that they have read, understood, and accepted all terms and conditions outlined in this Agreement and the associated Privacy Policy.
- Accessing, using, or clicking "I agree" to any services provided by Mirolab indicates the user's acceptance of the entire Agreement.

Communication of Changes

- Mirolab will notify users of changes to the Agreement via its website and may also use email or other communication methods to ensure users are informed.
- Users are encouraged to regularly check the Mirolab website for updates to the Agreement and Privacy Policy.

Understanding and Agreement

- This Agreement, along with any terms, conditions, and policies explicitly referenced herein and accessible via hyperlinks, constitutes the complete understanding and agreement between Mirolab and the user regarding Mirolab's services.
- By using Mirolab's services, users acknowledge that they have not relied on any representations or information not included in this Agreement.

Language and Interpretation

- This Agreement is provided in English. Any translations are for convenience only. In the event of any discrepancies between the English version and a translation, the English version will prevail.
- The headings contained in this Agreement are for reference purposes only and shall not affect the meaning or interpretation of the terms of this Agreement.

Eligibility for Mirolab Services

This section outlines the eligibility criteria that users must meet to access and use the services offered by Mirolab. It is important for users to understand and comply with these requirements to ensure a secure, legal, and fair trading environment on Mirolab's platform.

Age and Capacity

- **Minimum Age Requirement** : Users must be at least 18 years old to create an account and participate in trading activities on Mirolab . This age requirement ensures that users have the legal capacity to enter into binding contracts in accordance with applicable laws.
- **Legal Capacity**: By registering an account with Mirolab, you affirm that you have the legal capacity to enter into this Agreement. Legal capacity refers to your ability to understand and agree to the terms and conditions of the services provided by Mirolab, including an awareness of the risks associated with trading digital assets.

Account Limitations

- **One Account Policy**: Users are allowed to create and operate only one account on Mirolab. This policy is in place to prevent abuse of Mirolab's services and to maintain fairness for all users.
- **No Prior Suspension**: If you have been previously suspended or removed from Mirolab's services for violating our terms or policies, you are not eligible to create a new account. This measure helps maintain the integrity and security of our trading environment.

Legal Compliance

- **Compliance with Laws**: You are responsible for ensuring that your use of Mirolab's services complies with all applicable laws and regulations in your jurisdiction. This includes, but is not limited to, regulations related to financial services, digital assets , and anti-money laundering.
- **Prohibited Users**: Individuals and entities listed on trade or economic sanctions lists, such as those maintained by the United Nations, European Union, UK Treasury, or US Office of Foreign Assets Control (OFAC), are not eligible to use Mirolab's services. Mirolab reserves the right to freeze or terminate accounts associated with sanctioned individuals or entities in order to comply with legal obligations.

Jurisdictional Restrictions

- **Geographic Limitations:** Mirolab's services may not be available in all countries or regions due to regulatory restrictions or other factors. Users are responsible for ensuring that they are legally permitted to access Mirolab's services from their jurisdiction.
- **Modification of Services:** Mirolab may, at its discretion, modify or discontinue the availability of services in certain jurisdictions without prior notice. This may occur due to changes in the legal or regulatory landscape.

Corporate Accounts

- **Authority to Bind Entity:** If you are creating an account on behalf of a legal entity, such as a company or organization, you must have the authority to bind the entity to this Agreement. This includes the authority to make financial decisions and enter into legal contracts on behalf of the entity.

Prohibition of Use on Mirolab

Mirolab's services are designed to offer a secure, legal, and compliant platform for trading digital assets. To maintain the integrity and safety of our platform, certain activities are strictly prohibited. It is essential for all users to understand these prohibitions to ensure a positive and lawful trading environment.

Sanctions Compliance

- **Sanctioned Lists:** Users identified on sanctioned lists or residing in countries subject to trade restrictions by international bodies or national regulations are prohibited from using Mirolab's services. This includes sanctions imposed by the United Nations, European Union, United States, United Kingdom, and other relevant authorities.
- **Direct and Indirect Prohibition:** The prohibition applies not only to the direct use of Mirolab's services by sanctioned individuals or entities but also to indirect use through associates, family members, or entities controlled by or connected to such individuals.

Illegal Activities

- **Prohibited Transactions:** Mirolab strictly prohibits the use of its services for transactions related to illegal activities, including but not limited to money laundering, terrorist financing, fraud, or any other financial crimes.
- **Asset Concealment:** The platform must not be used as a means to conceal the origin or destination of illegally obtained money or assets.

Market Manipulation

- **Fair Use:** Engaging in practices that manipulate market prices or trading volumes, such as wash trading, pump-and-dump schemes, or any other deceptive market activities, is strictly prohibited.
- **Trading Bots and Automation:** While Mirolab permits the use of trading bots for legitimate trading strategies, any use of automation designed to manipulate the market, exploit vulnerabilities, or unfairly disadvantage other users is strictly prohibited.

Intellectual Property and Copyright

- **Misuse of Content:** Users must not misuse Mirolab's intellectual property, including website content, branding, or any digital assets provided by Mirolab. This includes unauthorized reproduction, modification, or distribution of Mirolab's proprietary content.

System Integrity

- **No Interference:** Users are prohibited from engaging in activities that disrupt the normal operation of Mirolab's services, including but not limited to launching denial of service attacks, exploiting software vulnerabilities, or introducing malware.

Account Misuse

- **Account Sharing:** Users are prohibited from sharing or selling their Mirolab accounts. Each account is intended for use solely by the registered individual or entity.
- **Multiple Accounts:** Creating multiple accounts to bypass restrictions, limitations, or to exploit promotions is strictly prohibited.

Compliance and Enforcement

- **Monitoring and Investigation:** Mirolab reserves the right to monitor user activities on its platform to enforce these prohibitions. Suspicious activities may be investigated, and appropriate actions, including reporting to relevant authorities, will be taken.
- **Account Suspension and Termination :** Violating these prohibitions may result in the immediate suspension or termination of the user's account , as well as potential legal action.

Mirolab is dedicated to maintaining a platform that upholds the highest standards of legal and ethical conduct. Users are encouraged to review these prohibitions to ensure their use of Mirolab's services remains compliant and contributes positively to the digital asset community.

Description of Services at Mirolab

Mirolab offers a comprehensive suite of services designed to empower users in the digital asset space. Our platform is built on a foundation of security, innovation, and user accessibility, catering to both experienced traders and newcomers to the cryptocurrency world. Below is a detailed overview of the services provided by Mirolab:

- **Smart-trading:** Grid auto trading is an automated trading strategy that relies on using a grid of orders to open and close positions in the market. This type of trading allows you to set predetermined or dynamic price levels for entering and exiting a position. If the price reaches one of the grid levels, the corresponding order is executed, opening a position. Thus, several positions can be opened at different prices. Eliminates the human factor in the correct decision. After opening positions, orders are automatically placed to close positions with a specified profit level (take profit) and loss limitation level (stop loss). This allows you to automatically exit positions when your desired profit targets are achieved or minimize losses when the market moves unfavorably.
- **Dual currency investments:** The ability to flexibly manage capital in two currencies simultaneously. This is an investment strategy that involves simultaneously investing in two different currencies in order to reduce risks and protect against instability in the foreign exchange market. This approach allows investors to diversify their portfolio while minimizing potential losses associated with currency fluctuations. A key element of dual-currency investing is the parallel investment of two currencies that are usually paired, such as BTC and USDT or ETH and USDT. Thus, the investor gets the opportunity to protect his assets from risks associated with the possible depreciation of one of the currencies.

- **Trading options:** Cryptocurrency options are financial instruments that allow traders to earn increased returns based on the price movement of a cryptocurrency. This innovative product opens up new possibilities for trading in the cryptocurrency market, allowing traders to achieve enhanced results with minimal investment. The basic principle of how cryptocurrency options work is that they allow you to multiply potential profits with a relatively small change in the price of an asset. For example, for every percentage change in price, the yield leverage can be increased several times. This means that even minor changes in price can lead to significant results for the trader.
- **Staking:** It is a strategy used in decentralized finance (DeFi) protocols on the blockchain that allows users to earn cryptocurrency by providing their liquidity for trading across asset pairs. The basic principle of liquidity staking is that the user deposits his funds into so-called liquidity pools, for example, the BTC and ETH cryptocurrencies. Providing liquidity to pools ensures that assets are available for trading and exchange on the Mirolab platform. As a reward for providing liquidity, users receive interest on the tokens provided for their participation in providing liquidity to the platform.
- **Hedge:** WEB 3.0 and Blockchain represent two technological trends that together create new investment opportunities. WEB 3.0 is an evolution of the Internet that makes it more decentralized, secure and autonomous. Blockchain, on the other hand, is a technology that provides a decentralized and transparent record of data, which is the basis for many cryptocurrencies and decentralized applications.
- **Farming:** MiroLab's liquidity farming solutions offer investors the ability to turn their crypto assets into a stable income stream. Thanks to integration with leading decentralized platforms and support for liquid pools, farming becomes a simple, safe and profitable tool for making money in the DeFi world. MiroLab creates ideal conditions for making money in the ecosystems of decentralized exchanges. Our algorithms analyze the performance of liquidity pools in real time, offering you only the best investment options.
- **Mirolab Ambassador Network:** Blockchain network Mirolab, in an effort to strengthen its presence on the global stage and mobilize its community, is launching an innovative ambassador program. This initiative aims to attract blockchain enthusiasts, social media influencers and industry experts to promote Mirolab's technology and values on a global scale. The Mirolab Ambassador Program not only contributes to the growth and development of the blockchain network, but also provides unique opportunities for the personal and professional growth of its participants.

API Services

- **Developer-Friendly APIs:** Mirolab offers robust Application Programming Interfaces (APIs) that enable developers to integrate Mirolab's trading and data services into their own applications. Our APIs are designed for high performance, providing real-time data feeds, automated trading capabilities, and secure access controls.

Educational Resources

- **Learning and Development:** Mirolab is dedicated to fostering a knowledgeable and empowered trading community. We offer a variety of educational resources, including tutorials, market analyses, and webinars, tailored to different experience levels. These resources are designed to enhance users' understanding of the cryptocurrency market, trading strategies, and risk management.

Security and Compliance Services

- **Advanced Security Measures:** The security of user funds and data is a top priority at Mirolab. Our platform utilizes advanced security technologies, including multi-factor authentication, end-to-end encryption, and regular security audits, to safeguard against unauthorized access and potential cyber threats.
- **Regulatory Compliance:** Mirolab operates in full compliance with regulatory requirements in every jurisdiction we serve. Our compliance framework ensures that user activities align with laws and regulations, including anti-money laundering (AML) and counter-terrorism financing (CTF) standards.

Customer Support

- **Dedicated Support Team:** Mirolab takes pride in offering exceptional customer service. Our dedicated support team is available 24/7 to assist with any inquiries, technical issues, or account-related concerns. Users can contact us via email, telegram.

Mirolab's services are designed to provide a comprehensive, secure, and user-friendly platform for digital asset trading and investment. Through continuous innovation and expansion of our offerings, we strive to meet the evolving needs of our global user base and contribute to the growth of the digital economy.

Mirolab Account Creation & Requirements

Creating an account with Mirolab grants access to a wide range of digital asset services. To maintain a secure and compliant environment for all users, Mirolab has established a set of account creation and verification requirements.

Account Creation Process

- **Registration:** To begin, prospective users must visit the Mirolab website (www.mirolab.com). The registration process involves providing basic information such as your phone number and email address. Users are also required to accept Mirolab's Terms of Use, Privacy Policy, and any other relevant legal agreements as part of the registration process.

Verification Requirements

Mirolab follows strict Know Your Customer (KYC) and Anti-Money Laundering (AML) regulations to maintain the safety and integrity of the platform. For security reasons, the company reserves the right to request account verification at any time. Therefore, account verification is a crucial step in the account creation process.

- **Initial Verification:** After registration, users are prompted to complete an initial verification process. This may involve providing additional personal information, including, but not limited to, contact details and country of residence.
- **Enhanced Verification:** To access advanced features, higher transaction limits, and enhance account security, users may be required to undergo enhanced verification. This process includes submitting government-issued identification (such as a passport or driver's license), proof of address (such as a utility bill), and potentially additional documentation.
- **Verification Review:** Submitted information and documents are reviewed by Mirolab's compliance team. Users will be notified upon the successful completion of

the verification process. In certain cases, additional information may be requested to complete the verification process.

Account Management

- **Account Support:** Mirolab provides dedicated support for account-related inquiries and issues. Users can reach the support team through multiple channels, including email and live chat, for assistance with account setup, verification, and any other questions.

Compliance and Responsibility

- **Legal Compliance:** Users are responsible for ensuring that their use of Mirolab's services complies with all applicable laws and regulations in their jurisdiction.
- **Accurate Information:** Users must ensure that all information provided during the account creation and verification process is accurate and up-to-date. Mirolab reserves the right to suspend or terminate accounts with incomplete or fraudulent information.

By outlining these detailed account creation and verification requirements, Mirolab ensures a secure, compliant, and user-friendly environment for engaging with digital asset services.

International Data Transfers at Mirolab

Mirolab operates globally, which requires the transfer of personal data across international borders. We are committed to safeguarding your data, regardless of where it is processed. This section outlines our approach to international data transfers, ensuring compliance with global data protection laws and maintaining the highest standards of data security.

Data Transfer Mechanisms

- **Adequacy Decisions:** Whenever possible, Mirolab relies on adequacy decisions by the European Commission, which determine that certain countries outside of the European Economic Area (EEA) provide an adequate level of data protection comparable to that of the EEA.
- **Standard Contractual Clauses (SCCs):** In the absence of an adequacy decision, Mirolab utilizes SCCs approved by the European Commission. These contractual clauses provide binding legal commitments to ensure that your data is protected to the standards required by the European Union, regardless of the country to which it is transferred.
- **Binding Corporate Rules (BCRs):** For transfers within Mirolab's corporate group, we may use BCRs, which are internal rules approved by European data protection authorities. BCRs ensure that all data transfers within our corporate group across borders adhere to EU data protection laws.

Safeguarding Data in Transfers

- **Data Encryption**: All data transferred internationally is encrypted during transit. Mirolab employs state-of-the-art encryption technologies to safeguard your data from unauthorized access or interception.
- **Continuous Monitoring and Compliance**: Mirolab regularly reviews its data transfer practices and mechanisms to ensure continued compliance with legal changes and developments in data protection laws. Our legal team closely monitors global data protection updates to adjust our practices as needed.
- **Collaboration with Trusted Partners**: Mirolab collaborates with third-party service providers and partners who meet our stringent data protection and security standards. We conduct thorough due diligence before onboarding new partners and regularly review existing partnerships to ensure they comply with our data protection policies.

User Rights and Controls

- **Transparency** : Mirolab is committed to transparency regarding international data transfers. Users have the right to be informed about where and how their data is transferred and processed.
- **User Consent**: In certain jurisdictions, Mirolab may seek your explicit consent for international data transfers, offering you clear options to either consent to or opt out of such transfers.
- **Access and Correction**: Users have the right to access the personal data that Mirolab holds about them and to request correction or deletion of their data, regardless of where it is processed.

Regulatory Compliance

- **Global Data Protection Laws** : Mirolab ensures that its international data transfer practices comply with global data protection laws, including the General Data Protection Regulation (GDPR) and other relevant privacy regulations.
- **Data Localization Requirements**: In jurisdictions with data localization laws, Mirolab takes the necessary measures to process and store data locally, ensuring compliance with legal requirements while striving to provide seamless services.

By implementing these comprehensive measures, Mirolab aims to ensure the secure and lawful transfer of your data across international borders, reinforcing our commitment to privacy and data protection on a global scale.

Term, Data Return, and Deletion at Mirolab

The lifecycle of your engagement with Mirolab—from the initiation of our services to the eventual return or deletion of your data—is governed by clear policies that prioritize your rights and our compliance obligations. This section outlines the terms regarding the duration of service, as well as our commitments to returning and deleting your personal data.

Term of Service

- **Commencement**: The term of your engagement with Mirolab services begins when you accept the Terms of Use and successfully create an account. From this point, you are entitled to access and use Mirolab's services in accordance with the terms outlined in our agreements and policies.

- **Ongoing Engagement:** Your engagement with Mirolab is considered active as long as your account remains open and in good standing. Mirolab will continue to provide access to services, support, and updates as applicable.
- **Termination:** Either party may terminate the agreement under the conditions outlined in the Terms of Use. Reasons for termination may include, but are not limited to, breach of terms, legal or regulatory changes, or discontinuation of services.

Data Return

- **Upon Request:** Should you decide to terminate your engagement with Mirolab or request the return of your data, Mirolab is committed to facilitating this process. Users can request the return of their personal data, subject to verification and security checks, to ensure the request is legitimate and to protect user data.
- **Format of Data Return:** Mirolab will provide your data in a commonly used, machine-readable format, allowing you to easily transfer your data to another service provider if desired.

Data Deletion

- **Initiation of Deletion Process:** Following the termination of your Mirolab account or upon your request, Mirolab will initiate the data deletion process for your personal data, subject to legal and regulatory retention requirements.
- **Deletion Protocol:** Mirolab employs a secure data deletion protocol that ensures your personal data is irreversibly destroyed. This process is conducted in accordance with industry standards and regulatory requirements, ensuring that your data cannot be reconstructed or read.
- **Retention Periods:** Certain data may be retained for a specific period to comply with legal obligations, such as financial records required for tax purposes, compliance with anti-money laundering laws, and other regulatory requirements. Mirolab's retention of specific data is strictly for compliance purposes and is kept to the minimum period required by law.
- **Confirmation of Deletion:** Upon completion of the data deletion process, Mirolab will provide confirmation that your data has been securely deleted from our systems.

Exceptions to Deletion

- **Dispute Resolution and Legal Claims:** In instances where data is required for Mirolab to defend against legal claims, resolve disputes, or enforce our agreements, data may be retained for the duration necessary to fulfill these purposes, in compliance with applicable laws.

By adhering to these detailed protocols for the term of service, data return, and deletion, Mirolab demonstrates our commitment to respecting user privacy and data rights. This ensures that your engagement with our services is managed securely and in compliance with applicable data protection regulations.

No Financial Advice at Mirolab

Mirolab provides a platform for digital asset trading and related services. However, it is important for users to understand that Mirolab does not offer financial, investment, or trading advice. This section outlines the scope and limitations of the information provided by Mirolab and emphasizes the importance of users conducting their own research and consulting with professional advisors when necessary.

Scope of Information Provided

- **Market Data:** Mirolab offers real-time market data, including prices, trading volumes, and historical data. This information is provided solely for informational purposes and should not be interpreted as financial, investment, or trading advice.
- **Educational Content:** Mirolab may provide educational resources to help users understand the digital asset market and blockchain technology. While this content is designed to enhance user knowledge, it does not constitute advice on investment strategies or financial decision-making.
- **Platform Tools and Features:** Mirolab's trading platform includes various tools and features to facilitate trading, such as charting tools, order types, and risk management options. While these tools can assist in making trading decisions, their availability does not constitute financial advice.

User Responsibility

- **Independent Decision Making:** Users are solely responsible for their trading and investment decisions. Mirolab encourages users to conduct thorough research and carefully consider their financial situation, risk tolerance, and investment objectives before making any trades or investments.
- **Consultation with Professionals:** For personalized financial, legal, or tax advice, users should consult with licensed professional advisors. These advisors can offer guidance tailored to the individual's specific circumstances and objectives.

Limitation of Liability

- **No Endorsement of Assets:** Mirolab's listing of digital assets for trading does not constitute an endorsement of their value or potential as an investment. Users should independently evaluate the merits and risks of trading or holding any digital assets.
- **Market Risks:** The digital asset market is characterized by high volatility and unpredictability. Mirolab does not guarantee any outcomes from using our platform or services. Users should be aware of the risks and prepared for the possibility of losing their entire investment.
- **Accuracy of Information:** While Mirolab strives to provide accurate and up-to-date information, we do not warrant the completeness, reliability, or accuracy of the data provided on our platform. Users rely on this information at their own risk.

Conclusion

Mirolab is committed to providing a robust trading platform and resources to empower users in navigating the digital asset market. However, it is important for users to understand that Mirolab's services do not include financial advising. Making informed and thoughtful decisions is essential to effectively managing the risks associated with digital asset trading.

Compliance with Local Laws at Mirolab

Mirolab operates within a complex and evolving regulatory landscape that spans multiple jurisdictions globally. Compliance with local laws is fundamental to our operations and the services we provide to our users. This overview highlights the importance of adhering to local regulations and outlines Mirolab's approach to ensuring ongoing compliance with these requirements.

Understanding Local Regulations

- **Varied Regulatory Environments:** The regulatory framework governing digital assets, including cryptocurrencies, varies significantly from one jurisdiction to another. Regulations may pertain to securities laws, anti-money laundering (AML) requirements, tax obligations, and more.
- **Continuous Monitoring:** Mirolab engages in continuous monitoring of regulatory developments in every jurisdiction where we operate. This proactive approach enables us to adapt our services and policies in response to new laws and regulations.

User Responsibilities

- **Legal Eligibility:** Users must ensure they are legally allowed to access and use Mirolab's services in their jurisdiction. This includes being of legal age to engage in digital asset transactions and not being subject to any legal restrictions or sanctions.
- **Compliance with Local Laws:** Users are responsible for understanding and complying with all local laws applicable to their use of Mirolab's services. This includes, but is not limited to, tax obligations, reporting requirements, and compliance with AML and counter-terrorism financing (CTF) regulations.

Mirolab's Compliance Measures

- **KYC Procedures:** Mirolab implements Know Your Customer (KYC) procedures to comply with Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) regulations. These procedures involve collecting and verifying users' personal information to help prevent illicit activities and ensure the integrity of the platform.
- **Tax Reporting:** While Mirolab does not provide tax advice, we may be required to report certain transactions to tax authorities in accordance with local laws. Users are encouraged to consult with tax professionals to understand their individual tax obligations.
- **Regulatory Licenses and Registrations:** Where required by local regulations, Mirolab obtains the necessary licenses and registrations to legally offer our services. This ensures that our platform meets the highest standards of regulatory compliance and user protection.

Adaptation to Changing Laws

- **Policy Updates :** As local laws evolve , Mirolab updates its policies and procedures to remain compliant. Users are notified of significant policy changes that may affect their use of the services.
- **Geographic Restrictions:** In certain jurisdictions where regulatory compliance cannot be assured or where digital asset transactions are prohibited by local laws, Mirolab may restrict access to its services.

Cooperation with Authorities

- **Legal Requests:** Mirolab cooperates with law enforcement and regulatory authorities as required by law. This cooperation may involve sharing user information in response to valid legal requests.

Conclusion

Compliance with local laws is both a legal obligation for Mirolab and its users, as well as a fundamental aspect of our commitment to maintaining a secure and trustworthy platform. Users are encouraged to research the regulations that apply to them and use Mirolab's services in a lawful and responsible manner. By adhering to local laws and regulations, Mirolab and its users work together to uphold the integrity and sustainability of the digital asset ecosystem.

Privacy Policy at Mirolab

Mirolab Solutions Ltd., referred to as "Mirolab," is dedicated to safeguarding the privacy and security of our users' personal information. Our Privacy Policy, available on our website at www.mirolab.com, details the types of personal information we collect, how we use it, and the security measures we implement to protect it. This comprehensive overview highlights our commitment to privacy and our adherence to applicable data protection laws.

Information Collection

- **User-Provided Information:** When you create an account on Mirolab, we collect personal information, including your name, email address, and phone number. This information is necessary for account creation, verification, and to provide you with personalized services.
- **Transactional Information:** We collect transactional details related to your activities on Mirolab, such as deposit records, trades, withdrawals, and account balances. This information is essential for operational purposes and to ensure compliance with legal obligations.
- **Technical and Usage Information:** Mirolab collects data on how you access and use our services, including your IP address, browser type, operating system details, and usage patterns. This information is used to enhance service functionality and improve the overall user experience.

Use of Information

- **Service Provision:** Your personal information enables us to operate Mirolab's services effectively, providing you with access to digital asset trading and related services.
- **Security and Compliance:** We use the information to ensure the security of our platform, verify user identities, and comply with legal requirements, including anti-money laundering (AML) and counter-terrorism financing (CTF) regulations.
- **Communication:** Mirolab may use your contact details to send service updates, security alerts, and marketing communications, in accordance with your preferences.

Sharing of Information

- **Service Providers:** Mirolab may share your information with trusted third-party service providers who assist in delivering our services. These providers are required to adhere to confidentiality agreements and are strictly prohibited from using your data for any purposes other than those necessary to support our platform and services.
- **Legal Compliance:** We may disclose information in response to legal requests or to comply with regulatory obligations.

Data Protection

- **Security Measures:** Mirolab employs robust security measures, including encryption and access controls, to protect your personal information against unauthorized access and breaches.
- **Data Retention:** Personal information is retained only as long as necessary for the purposes for which it was collected, in compliance with our data retention policy.

User Rights

- **Access and Control:** Users have rights to access, correct, delete, or restrict the processing of their personal information. Our website provides mechanisms for users to exercise these rights.

Changes to the Privacy Policy

- **Updates:** Mirolab may update the Privacy Policy to reflect changes in our practices or legal requirements. Users will be notified of significant changes through our website or other communication channels.

Accessibility

- **Website Availability:** The full text of our Privacy Policy is available on our website at www.mirolab.com. Users are encouraged to review the policy to understand our privacy practices fully.

Conclusion

Mirolab's Privacy Policy reflects our strong commitment to protecting user privacy and personal data. By clearly explaining how we collect, use, and protect personal information, and by ensuring compliance with data protection laws, we aim to create a secure and trustworthy environment for all users. For more information or any questions about our privacy practices, users are encouraged to reach out to us using the contact details available on our website.

Resolving Disputes at Mirolab

Mirolab is dedicated to offering a fair and effective dispute resolution process for any issues that may arise between the platform and its users. Understanding that disputes are best resolved quickly and amicably, Mirolab has developed a comprehensive framework for handling such situations. This approach prioritizes open communication, mediation, and, when necessary, arbitration, to ensure that all parties involved are treated fairly. The goal is to resolve any disputes efficiently, ensuring a positive user experience while upholding the integrity of the platform.

Initial Resolution Effort

- **Contact Mirolab First:** Users experiencing issues or disputes are encouraged to contact Mirolab's customer support team first, via support@mirolab.com, to seek a resolution. Mirolab aims to address and resolve most concerns directly and efficiently through our customer support channels.
- **Provide Detailed Information:** To facilitate a swift resolution, users should provide comprehensive details about their dispute, including the nature of the issue, any relevant transaction IDs, and the desired outcome. Clear communication from the outset can significantly expedite the resolution process.

Mediation

- **Voluntary Mediation:** If initial efforts to resolve a dispute are unsuccessful, Mirolab may propose mediation as the next step. Mediation involves the engagement of an impartial third party who will assist in facilitating negotiations between Mirolab and the user. The goal of mediation is to help both parties reach a mutually acceptable agreement. While participation in mediation is voluntary, it often provides a more efficient and satisfactory resolution compared to pursuing further legal actions, saving time and resources for both parties.

Arbitration

- **Mandatory Arbitration Agreement:** As part of the Terms of Use, Mirolab users agree that any unresolved disputes will be settled through binding arbitration, except for disputes qualifying for small claims court. Arbitration is a more formal process than mediation and involves presenting the dispute to a neutral arbitrator who makes a final decision.
- **Arbitration Process:** The arbitration will be conducted under the rules of an agreed-upon arbitration association. The arbitration will be held in a location that is

reasonably accessible to both parties, with the option to attend via telephone or video conference.

- **Waiver of Class Action:** Users agree to resolve disputes with Mirolab on an individual basis. There is a waiver of class action, meaning users cannot bring a claim as a plaintiff or class member in a class, consolidated, or representative action.

Governing Law

- **Jurisdiction:** The laws of the United Kingdom, without regard to its conflict of law principles, govern the Terms of Use and any disputes that arise between users and Mirolab.
- **International Considerations:** For users outside the United Kingdom, Mirolab will respect local laws governing dispute resolution processes while upholding the agreement to arbitrate.

Changes to Dispute Resolution Policy

- **Updates and Notifications:** Mirolab reserves the right to modify the dispute resolution process as described in the Terms of Use. Users will be notified of any significant changes that could affect their rights to resolve disputes with Mirolab.

Conclusion

Mirolab's approach to dispute resolution is centered on transparency, fairness, and mutual respect. We aim to provide clear and accessible pathways for resolving any issues that may arise, ensuring that both Mirolab and users are treated equitably throughout the process. From initial support interactions to mediation or arbitration, our goal is to resolve disputes in a way that maintains the trust and satisfaction of our user community. We encourage users to review the full Terms of Use for a comprehensive understanding of our dispute resolution policies and to reach out to Mirolab's support team for any questions or concerns regarding the process.

Contact Information

For questions or more information, please contact us at:

- **Support Email:** support@mirolab.com

Address: Mirolab Solutions Ltd., 16 Bourne St, London, United Kingdom, SW1W 8JR