

## Castles Technology Co., Ltd Web Privacy Notice

### Collection of Personal Information

You may choose to give us personal information directly in a variety of situations. For example, you may want to give us your name and contact information to communicate with you, to provide you with a subscription or a service, or to do business with us if you are a supplier or a business partner. You may share a description of your education and work experience in connection with a job opening at Castles Technology Co., Ltd for which you wish to be considered. If you tell us that you do not want us to use your information to make further contact with you beyond fulfilling your request, we will respect your wishes.

We may also collect information relating to your use of our Websites through the use of various technologies. For example, when you visit our Websites, we may log certain information that your browser sends us, such as your IP address, browser type and language, access time, and referring Website addresses. We may also collect information about the pages you view within our sites and other actions you take while visiting us. In addition, we may also use such technologies to determine whether you've opened an e-mail or clicked on a link contained in an e-mail. Collecting information in this manner allows us to collect statistics about our Websites usage and effectiveness and personalize your experience while you are on our Websites, as well as tailor our interactions with you.

### Use of Personal Information

The following paragraphs describe in more detail how Castles may use your personal information.

- Fulfilling an information request, subscription to a news alert or a partnership request
- Personalizing your experience on our website
- Marketing email campaigns

The information you provide to Castles, as well as the information we have collected about you indirectly, may be used by Castles for marketing purposes. Before we do so, however, we will offer you the opportunity to choose whether or not to have your information used in this way.

### Your rights

You have the right to access any personal information that Castles Technology Co., Ltd processes about you and to request information about:

- What personal data we hold about you
- The purposes of the processing

- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

#### Retention

We will retain your registration information for as long as your account is active or as needed to provide you services. If you wish to request that we no longer use your registration information to provide you services contact us by e-mail at [GDPR@spirepayments.com](mailto:GDPR@spirepayments.com). We will retain and use your registration information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

#### Cookies, web beacons and Other Technologies

As mentioned above, we collect information from your visits to our websites to help us gather statistics about our website usage and effectiveness, personalize your experience on our sites, and tailor our interactions with you.

We do so through the use of various technologies, including one called “cookies”. A cookie is a piece of data that a website can send to your browser, which may then be stored on your computer as a tag that identifies your computer. While cookies are often only used to measure website usage and effectiveness, and to allow for ease of navigation or use, and as such are not associated with any personal information, they are also used at times to personalize a known visitor’s experience to a

website by being associated with profile information or user preferences. You can set your browser in most instances to notify you before you receive a cookie, giving you the chance to decide whether to accept it or not. You can also generally set your browser to turn off cookies. Since cookies allow you to take advantage of some of our Websites' features, we recommend that you leave them turned on. If you block or otherwise reject our cookies, you will not be able, for instance, to fill in forms correctly and to subscribe to our news alert or use any Website services that require you to sign in.

Castles may also use Web beacon or other technologies to better tailor our sites to provide better customer service. These technologies may be in use on a number of pages across Castles websites. When a visitor accesses these pages, a non-identifiable notice of that visit is generated which may be processed by us or by our suppliers. These Web beacons usually work in conjunction with cookies. If you don't want your cookie information to be associated with your visits to these pages, you can set your browser to turn off cookies. If you turn off cookies, Web beacon and other technologies will still detect visits to these pages; however, they will not be associated with information otherwise stored in cookies. We may also include Web beacons in marketing e-mail messages or our newsletters in order to determine whether messages have been opened and links contained within clicked on.

#### How to Contact Us

Castles Technology Co., Ltd only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however, you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority:

Castles Technology Co., Ltd

Data Protection Lead

Units 3 & 6 Milford Trading Estate, Blakey Road, Salisbury, Wilts SP1 2UD

Email: [gdpr@castlestech.com](mailto:gdpr@castlestech.com)