

TEAM XI PRIVACY POLICY

At Team XI we take your privacy seriously. It is our policy to treat your personal information with discretion and protect it. Please read the following terms carefully.

1. Your information

This website does not collect personally identifiable information about you unless you voluntarily provide it to us. This means we will not know your name, your email address, or any other personal information just because you browse this website site unless you have created an account and log-in when you access the Website or access the Website from a link in an email that we sent to you.

We collect information from you only if and when you register on our site or fill out a form provided by us online or at our stores, with the assistance of our staff. When registering on our website, you may be asked to enter your name, address, phone contact, date of birth, e-mail address and other relevant information.

2. Use of your information

Any of the information provided by you may be used in the following ways:

- to personalize your experience with us
- to improve our website in the services and features available to you
- to improve our customer service in general
- to process transactions related to you

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company outside Team XI Lda for any reason.

We may also use and provide aggregate information and statistics to third parties to monitor our website usage in order to help us develop the website and our services. The data used shall not include information that can be used to identify any individual.

- to contact you

The contact details you provide may be used to send you information and updates pertaining to your orders, transactions in addition to receiving occasional Team XI updates, related product or service information, etc.

From time to time we may also provide your information to our customer service agencies for research and analysis purposes so that we can monitor and improve the services we provide.

We or our agents and sub-contractors may contact you by post, e-mail or telephone to ask you for your feedback and comments on our services.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

- to administer a contest, promotion, survey or other feature

3. Protection of your information

We follow the industry standards to protect your details during transmission and once received and have implemented a variety of security measures to maintain the safety of your personal information disclosed to us.

HOWEVER, YOU SHOULD BE AWARE THAT NO METHOD OF ELECTRONIC TRANSMISSION OR STORAGE IS 100% SECURE. THEREFORE, TO THE FULLEST EXTENT PERMITTED BY LAW, WE CANNOT BE HELD RESPONSIBLE OR LIABLE FOR ANY CLAIMS. LOSSES AND DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES INCURRED BY YOU OR ANY USER IN CONNECTION WITH COMPUTER FRAUD, HACKING OR ANY OTHER DATA BREACH OR CIRCUMSTANCE WHERE INFORMATION IS ACCESSED OR DISCLOSED WITHOUT OUR EXPRESS AUTHORIZATION.

4. Cookies

We may use technologies such as "cookies" in order to record session information, collect visit and access details to our web pages that enable us to continue to improve our services and provide better and useful features to our site users/guests.

Cookies are pieces of information that are normally used by many websites for record-keeping purposes that can help sites remember, for example, your preferences. A cookie, in and of itself does not personally identify any user/guest.

5. How you should ensure your security

For your own privacy, we advise you not to include sensitive personal information in any emails you send us. Please do not send credit card numbers or any sensitive personal information to us via email.

We do not knowingly collect personal information from minors. As a parent or legal guardian, please do not allow your children to submit personal information without your permission.

WE ARE NOT LIABLE OR RESPONSIBLE FOR THE PERSONALLY IDENTIFIABLE OR OTHER INFORMATION YOU CHOOSE TO SUBMIT IN FORUMS SUCH AS A COMMENT AREA OR ANY OTHER PUBLICLY ACCESSIBLE AREA WHICH WE RUN, ADMINISTER OR SPONSOR.

6. Disclosure of information to outside parties

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, mobile app, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our

site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

7. Third party links

Occasionally, at our discretion, we may include or offer third party products or services on our platforms. These third party's sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our website and platforms and welcome any feedback about those of these of our own.

8. Your Consent

By using our website and platforms, you consent to our privacy policy.

9. Changes to our Privacy Policy

Note that this privacy policy may be updated from time to time. For any significant changes, a more prominent notice will be provided. Continued use of our website, application, services and features offered will signify that you agree to any such changes.

10. Contact Us

If there are any questions regarding this privacy policy you may contact us using the information below.

Email: hello@teamxi.co

* Team XI means Team XI, Lda., its subsidiaries, affiliates, group companies, and the companies under the same ultimate beneficial ownership or management control.