

MANGO LABS, INC / NEVERLAND PRIVACY POLICY

At Mango Labs, Inc / Neverland (“We” or Neverland, we take privacy very seriously. We’ve created this privacy policy (this “Policy”) to ensure that we communicate to you, in the clearest way possible, how we treat information that we collect through www.enterneverland.com and our mobile application(s) (collectively, the “Site”). We encourage you to read this Policy carefully. We are committed to respecting the privacy rights of those customers, visitors, users, and others (“Users”) who use the Neverland services (the “Services”). This Privacy Policy describes when and how we collect information, what information we collect, and how we store, use and protect that information. The Privacy Policy covers only information connected with use of the Services and the Site and does not apply to any information collected or used by any advertisers on the Site or any third party websites. If you have questions or concerns regarding this Privacy Policy, you should contact support@enterneverland.com.

When and How We Collect Information

Neverland will not collect any information about you unless you have consented to our Terms and Conditions and this Privacy Policy and registered on our Site. We will record the information you give us when you register, and retain it until you delete your account from your account settings page. When you delete your account, we will remove your subscription information from our records, but we will keep your plant reviews (listed as “anonymous”) and anonymized educational and crowdsourced data to educate our other users. Neverland will not release any personally-identifiable information to third parties without the user’s consent except to merchants that require such personally-identifiable information to complete an order. Neverland also maintains records of your use of the Services, which may personally identify you. When you delete your account, we delete this information.

Information We Collect

Information you provide to us

If you are a User or a potential User, we may collect certain information from you as you register for and use the Services and the Site. When you register for the Services and the Site, we may collect information, which may include items such as login details, contact information, business information, certain payment and billing information through our third party payment processor, and other information.

Information we collect about you automatically

We may automatically collect information related to your use of the Site and the Services - for example, we collect your computer’s or mobile device’s operating system type and version, Internet Protocol (IP) address, mobile device ID, access times, browser type and language, and the websites you visited before coming to the Site.

How We Store, Use and Protect your Information

In providing the Services, we do not share with any third parties any personally-identifiable information of our users, but our users may share such information in their public profile unless they opt out of sharing. We will use non-identifying information to tailor the Services to you, for example by allowing advertisers to provide you with targeted offers and personalizing your experience on the Services. We may aggregate and report this information to our advertisers, for example to help them measure audience size, composition, and click-throughs on advertising. In addition, we may use anonymous IP addresses to help diagnose problems with our servers or to administer our Site.

Initially, each Neverland user has a private profile that is accessible to all of the Neverland users. Neverland may move to public profiles, in which case each Neverland user will have a public profile that is accessible to the general public. Your profile contains your name, selling and purchasing information, and other information. You may also add a bio, photo, tags to describe yourself and other information. You understand that this information can be accessed by other Neverland users and, if we move to public profiles, to the general public. Anything you add to your private profile will be accessible to all of the Neverland users, and anything you add to your public profile will be accessible to the public. Neverland may, but is not required to, allow you to make certain items not accessible to other users or the general public.

If you submit other personal information to us besides your profile page information (for example, by emailing us for support), we intend to use that personal information to fulfill your requests for support and to provide the Services. In that process we may share your personally identifiable information with our employees, contractors, or agents.

We require all employees, contractors or agents to comply with our Privacy Policy, and we use commercially reasonable efforts to limit their access to and use of your personal information. We may also provide your personal information to third parties with your consent.

Neverland also reserves the right to support the prosecution of Users who, in our judgment, violate our Terms and Conditions or injure or interfere with Neverland's or others' rights or property, even when this may require disclosure of your personal information.

You must notify us promptly if your user name or password is lost, stolen or used without permission. If you have forgotten your password, you can send us a "forgot password" request and we will help you reset your password.

Although the Services use standard encryption technology, there is no guarantee that any communications between your computer and phone and the Internet are completely secure. You should use the same level of caution that you normally use to protect your personal information when using the Internet and your mobile phone.

Use of Cookies

A cookie is a small text file that is stored on your computer for record-keeping purposes and includes a unique identifier that distinguishes your computer or mobile device from other devices.

We and some of our third-party service providers may use a combination of “persistent cookies” (cookies that remain on your hard drive for an extended period of time) and “session ID cookies” (cookies that expire when you close your browser) on the Site and Services to, for example, track overall site usage, remember your preferences, and generally improve user experience.

We and others may also use other technologies for tracking, such as pixel tags and web beacons. Web beacons and pixel tags are electronic images that may be used on the Services, Site, or in our emails. We use web beacons, for example, to deliver cookies, count visits, understand usage of the Site and Services, and tell if an email has been opened and acted upon.

We have no access to or control over cookies or tracking technologies used by our third-party service providers. This Policy covers our use of cookies only and does not cover the use of cookies by any third parties. You should consult their privacy policies for more information about their use of cookies on our site.

We may combine information you provide with data we collect automatically for various purposes.

Links and Other Sites

Our Site and Services may contain links to other websites, including without limitation to our partners’ sites. Please be aware that our partners’ or such other websites and advertisers on our Site, any websites we link to, or websites with links to our Site or our partners’ sites may collect personal information about you. You should consult their privacy policies for information about how they protect such personal information. This Privacy Policy does not apply to, and cannot control the activities of, those other advertisers or websites. If you choose to visit other websites or interact with advertisers, we are not responsible for the privacy practices or content of those other websites or advertisers.

How We Use your Information

User information

We may process the information we collect in a variety of ways, including without limitation to provide Users with Services.

We may also process the information we collect for our own purposes, including without limitation:

- to understand how you and other Users are using the Services in order to make it better;

- to personalize your experience, suggest and offer you relevant content and recommendations, and display marketing and advertising tailored to your preferences on the Site and other websites;
- to process and fulfill your requests or orders;
- for marketing purposes, including without limitation sending you emails about products, promotions and offers;
- to send you service information, including without limitation confirmations, invoices, notices, updates, security alerts, and support and administrative messages;
- to respond to your comments and questions and provide customer service; and
- for analyzing marketing and advertising effectiveness.

We aggregate certain information we collect about Users

We may create, use, and disclose aggregated and anonymized data collected through the Services for our own purposes, including without limitation:

- to assist us to better understand how our Users are using the Services;
- to provide our Users with further information regarding the uses and benefits of the Services;
- to enhance business productivity, including without limitation by creating useful business insights from that aggregated data; and
- to otherwise improve the Services.

How We Share your Information

We share information with certain third parties (including without limitation merchants who fulfill orders placed on the site, and other contractors and service providers) to provide services for us and to help with our operations, which may require that they access and use your information.

We may share some or all of your information with our current or future “affiliates”, including without limitation a parent company, any subsidiaries, joint ventures, or other companies under common control, in which case we will require our affiliates to honor this Privacy Policy.

We may also share your information to: (a) comply with laws or to respond to lawful requests and legal process, (b) to protect the rights and property of us, our agents, Users, and others, including without limitation to enforce our Terms and Conditions, other agreements and policies, (c) in an emergency to protect the personal safety of us, our Users, or any person, or (iv) to investigate, prevent, or take action regarding fraudulent, unauthorized, infringing, illegal or suspected illegal activities.

Finally, we may share aggregated, anonymized or statistical information about you, including without limitation demographics data, with others for a variety of purposes, including without limitation for their own uses, for example, for improving their products and services.

Information Access and Your Choices

Cookie choices

Many web browsers accept cookies by default. If you prefer, you can usually change your browser's settings to reject and/or to remove many cookies. As the precise means by which you may do this will vary from browser to browser, please visit your browser's help menu for more information. If you choose one of these options, your choices will apply only to the specific browser and device from which you opt out and will not affect other browsers or different devices. Please note also that if you choose to reject or remove cookies, this may prevent certain features or services of our Site or the Services from working properly. Since your cookie opt-out preferences are also stored in a cookie in your website browser, please also note that if you delete all cookies, use a different browser, or buy a new computer, you will need to renew your opt-out choices.

Mobile privacy

Your mobile device will have a variety of privacy settings that you can select. Whether these are automatically enabled or disabled will depend upon your device. You should review these choices on your device to ensure that your privacy is managed at the device level in the way you wish. You should know that certain privacy settings may affect your ability to use some or all of the Site and the Services. Updating your mobile devices software or purchasing a new mobile device may change these privacy settings, in which case you should review them again.

You can opt-out of certain email communications

If you are a User or a prospective User, we may send email notifications from time to time regarding billing information, product information, Services updates, and Services notifications. Our emails will contain instructions describing how you can choose to be removed from any promotional emails. We may still contact you regarding your use of the Services and regarding billing activities.

Do Not Track

While we and others give you certain choices, as further outlined in this Policy, there are many ways in which browser signals and similar mechanisms can indicate your choice to disable tracking, and we may not be aware of nor honor every such mechanism. For example, some browsers include the ability to transmit "Do Not Track" signals. Since uniform standards for "Do Not Track" signals have not been adopted, we do not currently process or respond to "Do Not Track" signals.

Confidentiality and Security

Neverland uses physical, managerial and technical safeguards to preserve the integrity and security of your personal information. Though Neverland uses these safeguards, no data

transmissions over the Internet can be guaranteed to be 100% secure. Once we receive your transmission, we make commercially reasonable efforts to ensure security on our systems. However, this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. Consequently, we cannot ensure or warrant the integrity and security of any information you transmit to or store with us and you do so at your own risk. We encourage you to take care to protect your usernames and passwords to help prevent others from accessing your account.

Neverland will attempt to notify you in writing by email, if we are in possession of your email address, or by any other contact information you give us, of any security breach that requires your attention. Neverland cannot guarantee that Neverland will give, or that you will receive, any such notice.

Merger, Sale or Bankruptcy

If Neverland is acquired by or merged with a third party, or Neverland sells all of its assets to a third party, we reserve the right, in any of these circumstances, to sell or otherwise transfer the information we have collected from our Users, including without limitation any personal information, as part of such merger, acquisition, sale, or other change of control, without notice to you or your consent. In the unlikely event of our bankruptcy, insolvency, reorganization, receivership, or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors' rights generally, we may not be able to control how your personal information is treated, transferred, or used. Therefore, you should know that in such an event, your personal information may be treated like any other Neverland asset, and may be sold, transferred or shared with third parties, or used in ways not contemplated or permitted under this Privacy Policy, without notice to you or your consent.

We may also share your information with others in connection with or during negotiation of any merger, financing, acquisition, bankruptcy, dissolution, transaction or proceeding involving sale, transfer, divestiture or disclosure of all or a portion of our business or assets to another company, without notice to you or your consent.

Deletion of Personal Information

If for any reason you are concerned with the way we are using your personal information, or would like to request that we delete your personal information, please contact support@enterneverland.com. Although we will attempt to accommodate your request, we reserve the right to refuse your request for any reason. Even if you request that we delete your personal information, any information that you provided to third parties through Neverland may remain in the Neverland system indefinitely, as well as in the possession of such third parties.

Choices you have Regarding the Collection, Use, and Distribution of your Personal Information

Neverland gives you tools to ensure the information you have provided to us remains accurate and is used appropriately. If your personally identifiable information changes, you may change your information by making the change on your account settings page.

If you no longer wish to show information about yourself on your public profile page, you can visit your profile while signed in to turn your profile off. Please keep in mind that any information on your public profile page may be accessible by search engines such as Google, which may store the information for a period of time. Therefore, even if you remove information from your public profile page, that information may continue to be available to the public on an ongoing basis or for a specific amount of time after you remove it through cached pages on search engines.

Data Transfers

We hold your information on servers located in the United States of America (the “U.S.”) If you are a non-U.S. resident, this means that your Personal Information will be transferred to the U.S. Please see our Privacy Shield Statement below to better understand our compliance with certain transfer requirements for European Union users. We shall not be responsible for the compliance of our Users with the European Commission or the data privacy laws and regulations of any country. By using the Services, you consent to that Personal Information being hosted on servers located in the U.S. If you do not want your Personal Information to be transferred to a server located in the U.S., you should not use the Services.

This Policy may be Updated from Time to Time

We reserve the right to change this Policy at any time, and any amended Policy is effective upon posting to our Site or by providing such notice or obtaining consent for significant changes as may be required by applicable law.

Last updated: January 17, 2022