

Lemondia Privacy Policy

for U.S. Users

Last Updated: October 9, 2025

1. Introduction

- 1.1. This Privacy Policy (the “**Privacy Policy**”) explains how Lemondia Inc., a Delaware corporation, and its affiliates (“**Lemondia**,” “**we**,” “**us**,” or “**our**”) collect, use, disclose, and protect your personal information when you visit or use our website and platform available at <https://lemondia.com/> (collectively, the “**Platform**”) and related services (“**Services**”).
- 1.2. Use of the Platform is also governed by our Terms of Use for U.S. Customers and Terms of Use for U.S. Suppliers (collectively, “**Terms**”), which are incorporated by reference into this Privacy Policy. Capitalized terms not otherwise defined in this Privacy Policy shall have the meaning given to them in the Terms.
- 1.3. The Privacy Policy only covers data processing carried out by us. The Privacy Policy does not address, and we are not responsible for, the privacy practices of any other parties.
- 1.4. We process your personal information in accordance with the applicable U.S. privacy laws, including the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act (“**CCPA/CPRA**”).
- 1.5. We may update this Privacy Policy from time to time. If we make material changes, we will provide reasonable notice (e.g., email or prominent notice on the Platform) before the changes take effect. Your continued use of the Platform after the effective date constitutes acceptance of the updated Privacy Policy.

2. Personal Information We Collect

We may collect your personal information when you use the Platform, including directly from you or from your employer; automatically when you visit the Platform; or from third parties. We may collect the following categories of personal information about you:

- 2.1. **Identifiers and Contact Details:** name, work email, phone number, company name, business address, role/title, login credentials.
- 2.2. **Commercial and Booking Information:** Order details, participant information you provide to Suppliers, communications about Orders.
- 2.3. **Payment/Billing Information:** billing contact and invoice details. If you pay a Deposit online, payment card or bank details are processed by our payment processor (e.g., Stripe); Lemondia does not store full card numbers.
- 2.4. **Internet/Device/Usage Data:** IP address, device and browser information, pages viewed, clickstream data, and other information about your interactions with the Platform. This includes

information collected through cookies and similar tracking technologies that help us operate, secure, and improve the Platform, personalize your experience, and provide analytics and marketing. For more details, please see our Cookie Policy.

- 2.5. **Communications and Support:** Messages sent to Lemondia (e.g., customer support, feedback), and operational notifications.
- 2.6. **Inferences/Preference Data (limited):** Preferences derived from your interactions (e.g., saved search filters, frequently used locations).

3. How We Use Personal Information

We may use, process, and/or disclose the categories of personal information above for the following purposes:

- 3.1. Provide and operate the Platform; create and manage Accounts; authenticate authorized users.
- 3.2. Facilitate Orders between Customers and Suppliers: allow Customers to search, request, and place Orders for Supplier Services; transmit necessary Order details to the relevant Suppliers; support modifications and cancellations in accordance with Supplier policies and our Terms; coordinate operational communications between Customers and Suppliers.
- 3.3. Process invoices and payments (via third-party processors); manage billing and collections; maintain accounting records and audit trails.
- 3.4. Communicate about Orders, Platform updates, security alerts, and administrative messages.
- 3.5. Provide support, investigate issues, and enforce our Terms.
- 3.6. Analyze and improve the Platform (usage analytics, performance, new features and experiments).
- 3.7. Remember preferences and tailor in-product content to help users discover relevant venues and services.
- 3.8. Send marketing communications related to our Services, which you may opt out of using provided unsubscribe links or the opt-out mechanism in such communications.
- 3.9. Comply with legal obligations (e.g., bookkeeping, taxes) and protect the security and integrity of the Platform and its users (protect, investigate, and deter against fraudulent, unauthorized, or illegal activity, such as validating your identity, preventing fraud on your Account).

We may create, use and share aggregated or de-identified data for any lawful purpose, such as marketing, analytics or research purposes permitted by law.

4. How We Disclose Personal Information

We may disclose personal information to:

- 4.1. **Suppliers:** When a Customer places an Order through the Platform, we may disclose their authorized representative's relevant personal information to the selected Supplier so they can provide the Supplier Services the Customer requested. Suppliers are independent businesses with their own terms and privacy practices.
- 4.2. **Customers:** Where necessary to facilitate Orders or communication regarding booked Supplier Services, we may disclose limited contact information of the Supplier's authorized representatives to the relevant Customer. Such information is provided solely for legitimate business purposes related to the Order and may not be used by Customers for unrelated marketing or other independent purposes.
- 4.3. **Service Providers:** We may disclose personal information where necessary to operate the Platform and deliver our Services. This includes sharing data with our service providers (processors) who process personal information on our behalf under contractual restrictions and with appropriate security measures. Our processors include:
 - 4.3.1. Payment processors, including Stripe.
 - 4.3.2. Hosting and infrastructure providers: cloud hosting, server, and communications providers.
 - 4.3.3. Analytics and Platform improvements: Google Analytics, Meta/Facebook Pixel, Microsoft Clarity, HubSpot.
- 4.4. **Affiliates:** We may disclose personal information to our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.
- 4.5. **Legal and Compliance Disclosures:** We may disclose personal information where access or disclosure is reasonably necessary for:
 - 4.5.1. Compliance with a legal obligation or lawful process (e.g., tax reporting).
 - 4.5.2. Preventing, detecting, or addressing security incidents, fraud, or technical issues.
 - 4.5.3. Protecting the rights, property, or safety of Lemondia, our Customers, Suppliers, or third parties.
- 4.6. **Corporate Transactions:** We may disclose or transfer personal information in connection with a merger, acquisition, financing, restructuring, bankruptcy, or sale of all or part of our assets, subject to confidentiality obligations.

5. Data Retention

- 5.1. We retain personal information for as long as necessary to provide our Services, comply with our legal obligations, resolve disputes, and enforce our agreements. The specific retention period depends on the nature of the information and the purposes for which it is processed.
- 5.2. When personal information is no longer needed for the purposes described above, we will either: (i) delete it from our systems, (ii) anonymize or de-identify it so that it can no longer be linked to you or your company, or (iii) securely archive it for limited periods where deletion is not feasible (e.g., backup storage).
- 5.3. If you request deletion of your Account or personal information, we will also retain a limited set of data as necessary to comply with our legal obligations, prevent fraud or abuse, enforce our rights, and for other legitimate business purposes.

6. Security

- 6.1. We implement a combination of technical, organizational, and administrative measures designed to protect personal information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access.
- 6.2. In the event of a data breach involving your personal information, we will take appropriate remedial measures in accordance with applicable U.S. state and federal laws, including providing any legally required notifications to affected individuals and regulators.
- 6.3. If you have reason to believe that your interaction with us is no longer secure (for example, if you believe your Account credentials have been compromised), please notify us immediately at info@lemondia.com.

7. International Transfers

- 7.1. Please note that the personal information we collect from you is stored and processed on servers located in the European Union. Your information may also be accessed by our affiliates, service providers, and Suppliers in the United States or other jurisdictions.
- 7.2. We take steps to ensure that personal information is handled in accordance with this Privacy Policy and applicable U.S. laws, regardless of where it is processed. This includes requiring our service providers and partners to implement reasonable security and confidentiality measures.

8. Children's Privacy

Our Services are not directed to minors and we never knowingly collect any personal information about individuals under eighteen (18) years of age. If we obtain actual knowledge that anyone younger than 18 has provided us with personal information through the Platform, we will take steps to delete such information in accordance with applicable law.

9. Your Rights

Depending on your state of residence, and subject to applicable exceptions, you may have the following rights:

- 9.1. **Know and Access:** You may request confirmation of whether we are processing your personal information, and obtain access to the categories and (where required) the specific pieces of personal information we hold about you. This may include the categories of sources, the business or commercial purposes for which we use personal information, and the categories of third parties to whom we disclose it.
- 9.2. **Data Portability:** You may request a copy of your personal information in a portable and, to the extent technically feasible, readily usable format.
- 9.3. **Deletion:** You may request that we delete personal information we have collected from you, subject to statutory exceptions (e.g., compliance with recordkeeping, tax, security, or fraud-prevention obligations).
- 9.4. **Correction:** You may request that we correct inaccuracies in your personal information.
- 9.5. **Opt-Out:** Where state law requires, you may opt out of (i) the “sale” or “sharing” of personal information (as those terms are defined under applicable law); (ii) targeted advertising (cross-context behavioral advertising); and (iii) profiling in furtherance of decisions that produce legal or similarly significant effects.

Lemondia does not sell personal information for monetary or other valuable consideration. We also do not knowingly sell or share the personal information of individuals under sixteen (16) years of age. To the extent our use of cookies or analytics partners could be deemed a “sale” or “sharing” under U.S. state laws, you may opt out in our cookie preference manager by clicking the “Do Not Sell or Share My Personal Information” link in our website footer or by enabling a browser-based opt-out signal such as the Global Privacy Control (GPC).

Lemondia does not engage in profiling in furtherance of decisions that produce legal or similarly significant effects. We may use cookies and analytics partners as described in our Cookie Policy, which could be considered targeted advertising. If you wish, you may opt out as described above.

- 9.6. **Limit Use of Sensitive Personal Information:** Lemondia does not use or disclose sensitive personal information for purposes that would trigger a right to limit use under applicable state privacy laws.
- 9.7. **Non-Discrimination:** You will not be denied services, charged different prices, or receive a different level or quality of services for exercising your privacy rights.
- 9.8. **Shine the Light (California residents):** California law permits residents to request, once per calendar year, information about categories of personal information we disclosed to third parties for their own direct marketing purposes during the prior calendar year, and the identity of those third

parties. Lemondia does not disclose personal information to third parties for their own direct marketing purposes.

10. Contact Information

10.1. If you have any questions and want to learn about our personal information management, or you want to exercise your rights above, you can contact us using one of the following methods:

10.1.1. By email: info@lemondia.com

10.1.2. By mail: Lemondia Inc., [U.S. address].

10.2. When you submit a request, we may require you to provide information sufficient for us to verify your identity (and your relationship to a Customer, where applicable). The information we request will depend on the type of request and the sensitivity of the personal information involved.

10.3. If you use an authorized agent to submit a request on your behalf (where permitted by law), we may require proof of the agent's authority (such as a signed authorization letter or valid power of attorney), and for certain requests, verification of your identity directly with us.

10.4. We will respond to your request within the timeframe required by applicable law (generally 45 days, extendable where permitted). If we need additional time, we will notify you.

10.5. If we deny your request, we will explain the reasons for the denial. Where required by law, you may appeal our decision by contacting us at info@lemondia.com. If you remain unsatisfied after the appeal, you may have the right to escalate the matter to your state attorney general or privacy regulator, and we will provide you with instructions on how to do so.