iMe Shop — Terms of Service and Privacy Policy

Effective date: 20 October 2026

This document sets out the terms on which you may use **iMe Shop**, the service for purchasing Telegram Premium and Telegram Stars for yourself or as a gift (the "Service"), operated by **iMe Lab FZCO** ("iMe", "we", "us", or "our"). It consists of two parts: the Terms of Service in Part A and the Privacy Policy in Part B, which explains how we process personal data (together, the "Terms"). This document replaces the Stars & Premium Store Terms of Service dated 10 August 2026.

Part A — Terms of Service

1. Acceptance of Terms

1.1. By placing an Order, making a payment, or otherwise using the Service, you agree to be bound by these Terms. The Service shows a link to these Terms before you pay, and by continuing to payment you confirm that you have read and accepted them. If you do not agree, you must not use the Service.

1.2. The Service is a third-party Telegram Mini App and bot built on the Telegram platform. Telegram is not responsible for the operation of the Service, its features, or any interactions within it. Your use of Telegram, and the Recipient's use of any Digital Item, remain subject to Telegram's own terms, including the Telegram Terms of Service (https://telegram.org/tos), the Telegram Terms of Service for Mini Apps (https://telegram.org/tos/mini-apps), the Telegram Terms of Service for Bots (https://telegram.org/tos/bots), and the Telegram Privacy Policy (https://telegram.org/privacy).

1.3. Your use of the iMe applications is also subject to the iMe User Agreement (https://imem.app/tos) and the iMe Privacy Policy (https://imem.app/privacy). Where they conflict with these Terms in respect of the Service, these Terms prevail.

1.4. These Terms form a binding agreement between you and iMe Lab FZCO.

2. Definitions

"iMe" — iMe Lab FZCO, a company incorporated under the laws of the United Arab Emirates.

"Service" — iMe Shop: the Telegram Mini App opened from the bot @iMe_shop_bot, the bot itself, and the purchase flows in iMe applications that open the Mini App.

"Digital Item" — a Telegram Premium subscription or Telegram Stars, as offered in the Service from time to time. Digital Items are products of Telegram; iMe does not issue them.

"Order" — your request, submitted through the Service, to purchase a Digital Item in a specified quantity or for a specified period for a specified Recipient.

"Purchase" — an Order that has been paid. Each Purchase has an order ID shown in its details in the Service.

"Recipient" — the Telegram account designated in the Order to receive the Digital Item: your own account, or another user's account identified by its @username. A Purchase for another user's account is a **"Gift"**.

"Subscription" — a Telegram Premium Purchase paid by card with automatic renewal turned on, together with its renewals, as described in Section 9.

"Billing Period" — the Telegram Premium period selected for a Subscription, which is paid for on each renewal.

"Payment Method" — payment by card or another method offered in a Payment Provider's checkout, or by cryptocurrency through a Crypto Invoice, as made available in the Service.

“Payment Provider” — a third-party service that processes payments for the Service, such as the card payment provider described in Section 7.

“Crypto Invoice” — a request for a cryptocurrency payment that shows the asset, the network, the receiving address, and the exact amount, and that can be paid only for a limited time.

“Official Platform” — Telegram and the official platforms through which Digital Items are obtained, including Fragment.

3. Eligibility

3.1. You must be at least 18 years old and have full legal capacity to enter into these Terms.

3.2. You must not be located in, or a resident of, any jurisdiction subject to comprehensive sanctions, and you must not be a person with whom dealings are restricted under applicable sanctions laws, including measures of the UN, the EU, the UK, and the U.S. Office of Foreign Assets Control (OFAC). You must not use the Service if you are located in, or a resident of, a jurisdiction that the Financial Action Task Force (FATF) has made subject to a call for action.

3.3. You represent that your use of the Service complies with all laws applicable to you.

3.4. The Service is accessed through your Telegram account. You are responsible for the security of that account. iMe cannot restore access to a Telegram account and is not responsible for any activity in the Service carried out through your account by another person.

4. Nature of the Service

4.1. iMe acts as an **intermediary**: upon your Order and payment, we obtain the Digital Item from the Official Platform on your behalf and for your benefit and have it credited to the Recipient.

4.2. iMe is **not** the issuer, rightsholder, publisher, or official distributor of any Digital Item.

4.3. We may engage third parties to perform parts of the Service and remain responsible to you for their performance. Section 15.3 applies to Official Platforms, Payment Providers, blockchain networks, and wallets.

4.4. We may change the range of Digital Items, plans, packs, quantities, prices, Payment Methods, and limits offered in the Service at any time. Such changes do not affect Purchases already paid.

5. Orders

5.1. You choose the Digital Item, its quantity or period, and the Recipient. Before you pay, the Service shows the price, the Recipient, the Payment Method and, for a Subscription, the Billing Period. Please check them before paying.

5.2. You are solely responsible for the accuracy of the Recipient’s @username. The Service may check that a Telegram account with that @username exists, but this check does not confirm that the account is the one you intended or that it can receive the Digital Item. If the Digital Item is credited to the account you designated, the Service is duly performed, even if you designated it by mistake. Telegram Premium for your own account is delivered to your Telegram account, identified by its Telegram user ID, using the @username it has when the Digital Item is delivered; if your account has no @username at that time, we ask you to set one and keep trying for up to a day. Renewals of a Gift are delivered under Section 9.2. Any other Digital Item is credited to the Telegram account that holds the designated @username when it is delivered, even if the @username has passed to another account since you paid. A Digital Item can be delivered only to a Telegram user account that has a @username.

5.3. An iMe application may open the Service with an Order already filled in. Such an Order can be paid only for a limited time; after that it expires and must be placed again.

5.4. Orders are subject to minimum and maximum quantities and to per-purchase limits that may depend on the Payment Method. These limits are shown in the Service. We may also limit the amount and frequency of Orders. Some Orders cannot be placed because of the rules of Telegram or the Service, for example a Gift of Telegram Premium to an account that already has it, or new Telegram Premium for your own account while your current Telegram Premium was bought outside the Service. If your current Telegram Premium was bought in the Service, new Telegram Premium for your own account starts when the current period ends.

5.5. A Gift cannot be canceled, reversed, or transferred to another account once it has been credited. The Recipient is notified of a Gift by Telegram. In Telegram, a Gift may appear as sent by Telegram, Fragment, or the Service rather than by you.

6. Prices and payment

6.1. Prices are shown in the Service in **U.S. dollars (USD)** before you pay. The price that applies to your Order is the price shown when you pay. Prices may differ between Payment Methods; the price for each Payment Method is shown before payment.

6.2. The price shown before payment is the total amount you pay for the Order, including any service fee. It does not include blockchain network fees for cryptocurrency payments (Section 8.3), currency conversion by the Payment Provider where it charges your card in another currency (Section 6.4), or any fees or currency conversion charged by your bank, card issuer, or wallet.

6.3. Payment is due in full before we perform the Order; an unpaid Order creates no obligation for you. Your payment obligation is discharged when the funds are received by iMe, by a Payment Provider, or by an authorized payment collection agent acting on iMe's behalf. Card payments may appear on your bank or card statement under the name of the Payment Provider that processed them or of its operator, rather than under the name of iMe.

6.4. Prices and card payments are calculated in USD. The Payment Provider may charge your card in another currency, converting the amount at its own rate, and your bank or card issuer may apply its own conversion. iMe does not control such conversion and does not compensate for differences in exchange rates.

6.5. The availability of a Payment Method may depend on the Digital Item, the amount, your country, your bank or card issuer, and the rules of the Payment Provider. A Payment Provider may decline, delay, hold, or reverse a payment under its own terms and applicable law; iMe does not control such decisions. The details of each Purchase and its payment are shown in your purchase history in the Service. As between you and iMe, your Purchase is governed by these Terms, which prevail over any different provisions of a Payment Provider's terms on renewals, cancellation, and refunds.

6.6. Prices include any taxes that iMe is required to charge. Any other taxes, duties, or levies that apply to your Purchases in your jurisdiction are your responsibility.

6.7. iMe may decline to accept a payment, or to use a payment for an Order, where doing so would breach applicable law, including sanctions requirements.

7. Card payments

7.1. Card payments are currently processed by **Tribute**, operated by TRBT Limited (Cyprus), through its checkout in Telegram, which the Service opens when you choose to pay by card. Tribute collects the payment on iMe's behalf as iMe's payment agent. You enter your card details in the Tribute checkout; iMe does not receive or store your card number or security code. Tribute's terms (https://tribute.tg/terms) and privacy policy (https://tribute.tg/privacy-policy) apply to your use of its checkout.

7.2. If your card payment is declined, the Order remains unpaid and no Purchase is made. You may try again while the checkout remains open. Any temporary authorization hold placed by your bank is released by your bank in accordance with its rules.

7.3. An unpaid card checkout expires after a period of time. If you paid before it expired, the Purchase appears in your purchase history in the Service.

7.4. A card payment for Telegram Premium may set up a Subscription, as described in Section 9.

7.5. The Tribute checkout may also offer Wallet Pay. A payment made through Wallet Pay in the Tribute checkout is processed by Tribute under this Section, not under Section 8. Automatic renewal is supported only for payments by card. If you pay through Wallet Pay with automatic renewal turned on, renewals may fail, and Section 9.7 then applies.

8. Cryptocurrency payments

8.1. The Service accepts the cryptocurrencies and networks shown at checkout, for example USDT or ETH on the Tron, Ethereum, or BNB Chain networks. You pay through a Crypto Invoice, from any wallet that supports the asset and network shown, or from iMe Wallet where the Service offers it.

8.2. You must send the **exact amount** shown in the Crypto Invoice in a **single transfer**, in the **asset and on the network** shown, to the **address** shown, and before the invoice expires. The Service may accept a payment that is slightly less than the invoice amount, within a small margin that it applies automatically. If you send more than the invoice amount, the Order is performed and the excess is not returned automatically; to request its return, contact support with the invoice ID. A payment made in another asset or on a network that the invoice does not support may be lost, and iMe is not responsible for recovering it. If you sent a payment that does not otherwise meet these conditions, or after the invoice expired, contact support with the invoice ID; we will review such a payment case by case.

8.3. You pay the blockchain network fee when you send the transaction. It is separate from, and not included in, the invoice amount. If your wallet or exchange deducts its own fee from the amount you send, add that fee so that the full invoice amount arrives.

8.4. A cryptocurrency payment is treated as received once the transfer has received the required number of network confirmations and has passed any payment screening that applies to it under Section 8.7. Withdrawals from exchanges may take time to reach the network.

8.5. Cryptocurrency transactions cannot be reversed once confirmed. A Purchase paid in cryptocurrency is a one-time Purchase and does not renew automatically.

8.6. iMe Wallet is a separate service governed by its own terms. Paying from iMe Wallet is a cryptocurrency payment under this Section.

8.7. iMe may screen incoming cryptocurrency payments for financial-crime risk, including through third-party blockchain analytics providers. Where a payment is identified as carrying such risk, iMe does not use it for the Order, the Digital Item is not delivered, and the Service shows that the payment was blocked by a compliance check. On your request through the channels in Section 26, iMe considers the treatment of such a payment on a case-by-case basis; a return is not guaranteed. Where iMe returns such a payment, it is returned only to the address from which it was received, less the network fee. iMe does not disclose the criteria applied in screening. Where required by law, iMe may hold such a payment and report it to the competent authorities; in that case iMe may be unable to return the payment or to tell you the reason for the decision.

9. Telegram Premium subscriptions and automatic renewal

9.1. Automatic renewal is available only for Telegram Premium paid by card, where the Service offers it. Telegram Premium paid in cryptocurrency does not renew; we may remind you before it ends.

9.2. When you buy Telegram Premium for yourself by card, automatic renewal is turned on by default, and you can turn it off at checkout before paying. For a Gift, automatic renewal is off by default; if you turn it on, your card is charged for the Recipient's Telegram Premium on each renewal. Each renewal of a Gift is delivered only to the Telegram account that received the Gift, which is the account that held the Recipient's @username when the Gift was first delivered. If that @username now belongs to a different Telegram account, we do not deliver the renewal automatically: the bot asks you whether to send it to the new account or to cancel the Subscription. If you choose to send it, the new account becomes the Recipient, and later renewals go to it automatically. If you cancel or do not reply within a few days, the renewal is not delivered, the Subscription is canceled, and the payment for that renewal is refunded. If the renewal cannot be delivered for another reason related to the Recipient, for example because the Recipient has changed or removed their @username and no account now holds it, we keep trying for up to a day; if delivery still fails, the Subscription ends and the payment for that renewal is refunded.

9.3. By paying with automatic renewal turned on, you authorize iMe and its Payment Provider to charge your card for each next Billing Period until the Subscription is canceled. The Billing Period is the same as the period of your first Purchase under the Subscription. A renewal may be charged a few days before the current Billing Period ends; the next period then starts right after the current one ends. The Service shows the amount of the next charge and the date the current Billing Period ends, so to avoid the next charge, cancel the Subscription a few days before that date.

9.4. Each renewal is charged at the price of your first Purchase under the Subscription. Changes to prices in the Service do not apply to renewals of an active Subscription.

9.5. After each renewal, the bot notifies you that the Subscription has renewed, unless you have turned off Purchase status notifications.

9.6. **You may cancel a Subscription at any time** in the Service: for your own Telegram Premium, on the Overview screen; for a Gift, in the Gift's details in your purchase history. Deleting the chat with the bot, blocking the bot, or deleting your Telegram account does not cancel a Subscription. Cancellation stops future renewals, and Telegram Premium remains active until the end of the Billing Period already paid for. Except as set out in Section 9.2, if you cancel after a renewal has been charged, or before Telegram Premium bought under Section 5.4 has started, the period already paid for is still delivered when the current period ends, and no refund is due for it. If a renewal charge nevertheless reaches us after you have canceled the Subscription, we do not deliver that period and refund the charge. Cancellation does not otherwise entitle you to a refund for the Billing Period already paid for, except as set out in Section 11.

9.7. If a renewal charge fails, including because your card has expired, the Payment Provider may retry it. We notify you through the bot if a renewal charge fails. If the charge is not completed, the Subscription is canceled and Telegram Premium is not extended beyond the Billing Period already paid for.

9.8. iMe may cancel a Subscription where the Digital Item or the Payment Method is no longer available, where you breach these Terms, or where required by law. In that case you will not be charged again, and Telegram Premium already paid for remains active until the end of its Billing Period. If a Purchase under a Subscription cannot be delivered, we turn off its automatic renewal, and Section 11 applies to the payment taken. iMe may cancel a Subscription after a refund or chargeback of any of its payments, and a refund or chargeback of its most recent payment ends it.

9.9. Each renewal is a separate Purchase and is delivered in accordance with Section 10.

10. Delivery

10.1. We start obtaining the Digital Item immediately after the payment is received or, for Telegram Premium that starts when the current period ends (a renewal charged before the current Billing Period

ends, or a Purchase under Section 5.4), at the start of that next period. A card payment is received once the Payment Provider confirms it, and a cryptocurrency payment once Section 8.4 is satisfied.

10.2. Delivery usually takes a few minutes. The maximum delivery time is **twenty-four (24) hours** from receipt of the payment and correct Order details. This period may be extended by maintenance, limitations of the Official Platform, verification under Section 13, or events described in Section 21. For Telegram Premium that starts when the current period ends, the delivery time runs from the start of the next period.

10.3. The Service is **duly performed** when the Digital Item is credited to the Recipient, as shown by our records or by the Official Platform. The status of each Purchase is shown in the Service.

10.4. If the Digital Item has not been credited within the delivery time, please contact support with the order ID. If a Digital Item has not been credited, we may first try to deliver it again before making a refund under Section 11.3(a).

11. Cancellations and refunds

11.1. **Start of performance.** Because we start obtaining the Digital Item as described in Section 10.1, by paying you expressly request that performance begin at that time and acknowledge that, once the Digital Item has been credited, you lose any statutory right to withdraw from the Purchase, to the extent permitted by applicable law.

11.2. **Before payment.** You may abandon an Order at any time before paying. An unpaid checkout or Crypto Invoice expires on its own.

11.3. **After payment.** A paid Order cannot be canceled, including an Order for Telegram Premium that starts when the current period ends (Section 10.1). Amounts paid are not refundable, except as set out in Sections 9.2, 9.6, and 13.4 and except that a refund is due where:

(a) the Digital Item has not been credited and cannot be credited, including where the Service shows the Purchase as not delivered;

(b) iMe cancels the Order because the Digital Item is not available on the Official Platform or its cost there has materially changed after the Order was paid;

(c) you paid twice for the same Order, in which case the second payment is refunded; or

(d) a refund is required by applicable law.

A cryptocurrency payment blocked under Section 8.7 is treated under that Section, subject to point (d).

11.4. **No refund after performance.** No refund is due where the Digital Item has been credited, including with a delay or to an account you designated by mistake, or, as set out in Section 9.6, where a renewal was charged before you canceled the Subscription. A change of mind or subjective dissatisfaction is not a ground for a refund.

11.5. **How to request a refund.** Contact support through the channels in Section 26 and give the order ID or, if the Purchase does not appear in the Service, the date and amount of the payment; for a cryptocurrency payment, also give the transaction hash.

11.6. **Review.** We consider only requests that fall under Section 11.3 or Sections 8.2, 8.7, 9.2, 9.6, or 13.4, and may decline any other request without giving detailed reasons.

11.7. **Timing and method.** Approved refunds are made to the original Payment Method. A payment made through a Payment Provider's checkout is refunded through that Payment Provider to the method used; the time it takes to reach you depends on your bank or wallet. A cryptocurrency payment is refunded in the amount of the asset received, regardless of any change in its exchange rate, in the same asset, on the same network, less the network fee, to the address from which it was received. Where you paid from an exchange or another custodial wallet, we may instead refund to an address you specify in your request, provided that the request comes from the Telegram account that placed the Order and that you confirm

the payment. A payment blocked under Section 8.7 is returned, if at all, only to the address from which it was received.

12. Chargebacks and payment disputes

12.1. Please contact support before disputing a payment with your bank, card issuer, or Payment Provider: most issues are resolved faster that way. Where a chargeback, payment dispute, or reversal is initiated in respect of a payment made to the Service, iMe responds to it through the relevant Payment Provider and may submit evidence of performance, including Order and crediting records. Nothing in these Terms restricts your right to dispute a payment with your bank, card issuer, or Payment Provider.

12.2. If a payment for a Purchase is charged back or otherwise reversed through your bank, card issuer, or Payment Provider, iMe may suspend or terminate your access to the Service, cancel your Subscriptions, and refuse further Orders from you.

13. Prohibited use, compliance, and fraud prevention

13.1. You must not use the Service for any unlawful purpose, including money laundering, terrorist financing, sanctions evasion, or fraud, or to obtain Digital Items for onward unlawful use. You represent that the payment method you use is yours or is used with its lawful owner's authorization, and that you are entitled to send the Digital Item to the Recipient. You also confirm that you are buying the Digital Item for yourself or as a genuine gift, and not as a payment that a third party asked you to make for goods, services, or a debt.

13.2. We operate a risk-based compliance program and may decline, hold, or cancel any Order that raises sanctions, anti-money-laundering, or fraud concerns.

13.3. For suspicious or high-value Orders, and for payments flagged by our checks, we may ask you to confirm the payment and your ownership of the payment method, to explain the purpose of the payment and the origin of the funds, and to provide evidence of the transfer. We may hold the Order until you respond.

13.4. Where we decline or cancel a paid Order under this Section, we refund the payment under Section 11.7 unless the law requires us to hold it; for a cryptocurrency payment blocked by screening, Section 8.7 applies.

14. Notifications

14.1. The bot sends you messages about the payment and delivery of your Purchases and about your Subscriptions. You can turn off Purchase status notifications in the Service settings; messages that need your attention, such as a failed renewal, a question about the Recipient of a Gift, a problem with delivery, or the cancellation of a Subscription, are still sent.

14.2. Depending on your settings, the bot may also send you reminders before your Telegram Premium ends, promotions, and news. You can turn these off at any time in the Service settings. If your Telegram Premium was bought outside the Service, you can ask us to remind you before it ends.

15. Third-party platforms; no affiliation

15.1. iMe is not affiliated with, endorsed by, or an agent or official representative of Telegram Messenger Inc., Telegram FZ-LLC, the Fragment platform, or any other rightsholder of the Digital Items.

15.2. All names, trademarks, and logos, including "Telegram", "Telegram Premium", "Telegram Stars", and "Fragment", are the property of their respective owners and are used solely to identify the Digital Items obtained on your behalf.

15.3. The Recipient's use of a Digital Item is governed by the Official Platform's terms. We are not responsible for the acts or restrictions of the Official Platform, Payment Providers, blockchain networks, or wallets, or for any suspension or limitation of a Telegram account.

16. Intellectual property

16.1. The Service, including the iMe and iMe Shop brands, software, and content, is owned by iMe Lab FZCO and its licensors and is protected by applicable law. No rights are granted to you other than the limited right to use the Service under these Terms.

17. Privacy and data protection

17.1. We process personal data in connection with the Service as described in the Privacy Policy in Part B of this document.

18. Disclaimers

18.1. The Service is provided **"as is" and "as available"**, without warranties of any kind, whether express or implied, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

18.2. We do not warrant that the Service or any Official Platform will be uninterrupted, error-free, or available at any particular time, or that a Digital Item will continue to function after it is credited.

19. Limitation of liability

19.1. To the maximum extent permitted by law, iMe will not be liable for any indirect, incidental, special, consequential, or punitive damages, or for any loss of profits, data, or goodwill.

19.2. Our total liability arising out of or relating to the Service will not exceed the total amount you paid to iMe for Purchases in the twelve (12) months preceding the event giving rise to the claim.

19.3. Nothing in these Terms excludes or limits liability for fraud, intentional misconduct, or gross negligence, our obligation to make refunds under Section 11, or any other liability that cannot be excluded or limited under applicable law.

20. Indemnification

20.1. You will indemnify and hold harmless iMe Lab FZCO and its officers, employees, and agents from and against any claims, losses, and expenses, including reasonable legal fees, arising out of your breach of these Terms, your misuse of the Service, or your violation of any law or third-party right.

21. Force majeure

21.1. We are not liable for any failure or delay caused by events beyond our reasonable control, including natural disasters, governmental action, failures of payment systems or blockchain networks, and the unavailability, malfunction, suspension, congestion, or change of rules or fees of any Official Platform. During such events the delivery time is suspended; where performance becomes impossible, Section 11 applies.

22. Suspension and termination

22.1. We may suspend or terminate your access to the Service, in whole or in part, where we reasonably believe that you have breached these Terms or applicable law, or in order to prevent fraud or comply with a legal obligation. Where we do so, we may cancel your Subscriptions. Termination does not affect Digital Items already credited. If your access is restricted, you can still contact support about a payment by sending /paysupport to the bot.

23. Changes to the Service and these Terms

23.1. We may modify the Service and these Terms. Updated Terms are published in the Service. Except as set out in Section P11 for the Privacy Policy, they apply to Orders paid after publication, and a Purchase is governed by the Terms in effect when it was paid.

23.2. Despite Section 23.1, but subject to Section P11 for the Privacy Policy, for an active Subscription, updated Terms apply from the first renewal charged after we notify you of them. If you do not agree, you may cancel the Subscription before that renewal is charged.

24. Governing law and dispute resolution

24.1. These Terms are governed by the laws of the United Arab Emirates, as applied in the Emirate of Dubai.

24.2. You agree to first try to resolve any dispute by contacting us through the channels in Section 26. We will respond within thirty (30) days of receiving your claim. A dispute that is not resolved within thirty (30) days of our receipt of your claim is subject to the exclusive jurisdiction of the competent courts of Dubai, UAE. This does not limit your rights under Section 12.1.

24.3. If you are a consumer, nothing in these Terms deprives you of the protection of mandatory provisions of the law of your country of residence, including any right to bring proceedings in the courts of that country.

25. General

25.1. **Entire agreement.** These Terms constitute the entire agreement between you and iMe regarding the Service and supersede any prior understanding.

25.2. **Severability.** If any provision is held invalid or unenforceable, the remaining provisions continue in full force and effect.

25.3. **No waiver.** Our failure to enforce any provision is not a waiver of it.

25.4. **Assignment.** You may not assign these Terms without our consent; we may assign them to an affiliate or successor.

25.5. **Notices.** We may give notices through the Service or the bot. You may give notices to us through the channels in Section 26.

25.6. **Language.** These Terms are drawn up in English. Any translation is provided for convenience only, and the English version prevails.

25.7. **Days.** References to days are to calendar days.

26. Contact information

iMe Lab FZCO
Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates
Service: iMe Shop (@iMe_shop_bot)
Support: Telegram @iMeMessenger (preferred) · support@imem.app
Payment issues: /paysupport in @iMe_shop_bot

Part B — Privacy Policy

This Privacy Policy explains how iMe Lab FZCO processes personal data when you use the Service, including when you interact with the bot @iMe_shop_bot. Terms defined in Part A have the same meaning here.

P1. Controller

P1.1. iMe Lab FZCO, whose details are set out in Section 26, is the controller of the personal data described in this Privacy Policy. We process it in accordance with the UAE Personal Data Protection Law (Federal Decree-Law No. 45 of 2021) and, where applicable, other data protection laws, including the EU General Data Protection Regulation (GDPR).

P1.2. This Privacy Policy covers the Service only. The iMe applications are covered by the iMe Privacy Policy (https://imem.app/privacy). Telegram processes your data, including the messages you exchange with the bot, under its own privacy policy (https://telegram.org/privacy).

P2. Data we process

P2.1. **Telegram account data** that Telegram provides when you open the Service or write to the bot: your Telegram user ID, username, first and last name, language, whether you have Telegram Premium, and your Telegram profile photo, which we copy to our storage to show it in the Service; and the commands and messages you send to the bot.

P2.2. **Settings data**: your time zone, your notification settings, and the status and end date of your Telegram Premium where we need them for reminders. The Service also stores your interface settings, such as language and theme, on your device.

P2.3. **Order and Purchase data**: the Digital Item, quantity or period, the Recipient's @username, price, Payment Method, status, dates, and order ID; for a Gift with automatic renewal, the Telegram user ID of the account that received it; and Subscription data, such as renewal status, Billing Period, and next charge.

P2.4. **Card payment data** received from the Payment Provider: payment status, identifiers, and the reason a payment was declined. Your card number and security code are entered in the Payment Provider's checkout and are not received or stored by us.

P2.5. **Cryptocurrency payment data**: the asset, network, amount, and transaction hash; the transaction details that are public on the blockchain, including the sending address; and the results of payment screening.

P2.6. **Information you give us**: your messages to support and any information you provide when we ask you to confirm a payment or the origin of funds (Section 13.3).

P2.7. **Technical and usage data**: IP address; the country determined from your IP address or, if you come from an iMe application, the country of your phone number as reported by that application; your user agent; device and application version; error reports, which may include your Telegram user ID; and which of our messages or links led you to a Purchase.

P2.8. When you choose a Recipient from your Telegram contacts, Telegram shares that user's Telegram ID and @username with the bot, and we keep only the @username from them. For a Gift with automatic renewal, we separately keep the Telegram user ID of the account that received the Gift (Sections P2.3 and P9.1). When you enter a Recipient's @username, the Service may show the name Telegram displays for that account so that you can check it; we keep that name only temporarily, for up to 24 hours, and do not store it with your Order. If the iMe application shows your Telegram Stars balance in the Service, the balance is displayed on your device and is not sent to us.

P3. Why we process data and on what legal basis

P3.1. We process personal data:

(a) to create and process Orders, take payments and renewals, and deliver Digital Items — performance of the contract;

(b) to send you messages about your Purchases and Subscriptions — performance of the contract;

(c) to send reminders before your Telegram Premium ends — our legitimate interest in helping you keep it active;

(d) to send promotions and news — our legitimate interest in informing customers about the Service or, where the law requires it, your consent;

(e) to provide support, handle refunds, and resolve disputes and chargebacks — performance of the contract and our legitimate interests;

(f) to prevent fraud and to comply with anti-money-laundering, sanctions, tax, and accounting requirements — compliance with law and our legitimate interests; and

(g) to keep the Service secure and working, fix errors, decide which Payment Methods are available in your country, and understand how the Service is used and which of our messages and links lead to Purchases — our legitimate interests.

You can turn off reminders, promotions, and news at any time in the Service settings (Section 14.2).

P3.2. Payment screening under Section 8.7 is automated. If a payment is blocked, you can ask support to review the decision through the channels in Section 26.

P4. Who we share data with

P4.1. We share personal data only as needed for the purposes in Section P3, with:

(a) Payment Providers, currently Tribute (TRBT Limited, Cyprus) for card payments, which process payments, receive the Purchase details we send to them, including a Gift Recipient's @username, and act as separate controllers, under their own privacy policies, for the data you enter in their checkouts;

(b) Telegram and Fragment, to deliver Digital Items to the Recipient;

(c) blockchain analytics providers, to screen cryptocurrency payments;

(d) providers of hosting, network, and content delivery services that run the Service for us;

(e) competent authorities, courts, and professional advisers, where required by law or needed to establish or defend legal claims; and

(f) a successor in the event of a merger, acquisition, or sale of all or part of our business.

P4.2. We do not sell personal data.

P5. International transfers

P5.1. Our providers and the Official Platforms may process data outside your country of residence. Where the law requires, we rely on appropriate safeguards for such transfers, such as standard contractual clauses.

P6. Retention

P6.1. We keep Purchase, payment, and compliance records for as long as needed to provide the Service, handle refunds and disputes, and meet our legal obligations, including statutory retention periods for accounting and anti-money-laundering records. We keep support communications for as long as needed to resolve the request. After that, we delete or anonymize the data.

P7. Security

P7.1. We use technical and organizational measures to protect personal data against unauthorized access, loss, or misuse. No method of transmission or storage is completely secure.

P8. Your rights

P8.1. Subject to applicable law, you may request access to your personal data, its correction or deletion, restriction of its processing, or a copy of it in a portable format; object to processing based on our legitimate interests, and at any time to the use of your data for promotions and news; and withdraw any consent you have given, without affecting processing that took place before.

P8.2. To exercise these rights, contact us through the channels in Section 26. If you write to us by email, we may ask you to confirm the request from the Telegram account it concerns. We may refuse or limit a request where the law allows, for example where we must keep data to meet anti-money-laundering or tax requirements.

P8.3. You may also lodge a complaint with a data protection supervisory authority, including the authority in your country of residence.

P9. Gift Recipients

P9.1. When you buy a Gift, you give us the Recipient's @username. We use it to deliver the Gift, to describe the Purchase to the Payment Provider, and to handle related support. For a Gift with automatic renewal, we also keep the Telegram user ID of the account that received the Gift, so that its renewals are delivered only to that account (Section 9.2). A Recipient may contact us through the channels in Section 26 to exercise the rights in Section P8.

P10. Children

P10.1. The Service is not intended for persons under 18 (Section 3.1). If we learn that we hold personal data of a person under 18 who used the Service, we will delete it unless we must keep it by law.

P11. Changes to this Privacy Policy

P11.1. We may update this Privacy Policy. The updated version is published in the Service and applies from its publication. Where a change materially affects how we use data you have already provided, we will tell you in the Service or through the bot.

P12. Contact

P12.1. For questions about this Privacy Policy or your data, contact us through the channels in Section 26.