Customer Agreement

Last updated: June 04, 2025

This Agreement is entered into between you (hereinafter referred to as “you” or “your”) and Hilter Real Estate Technologies Ltd. (“Hilter”). By accessing, using, or clicking “I Agree” to any services made available through Hilter’s website at www.hilter.com, mobile applications, or other associated platforms and offerings (collectively referred to as the “Services”), you confirm that you have carefully read, fully understood, and agreed to be legally bound by the terms and conditions set forth in this Agreement, including our Privacy Policy.

Agreement conditions for Hilter Services

This section of the Hilter Customer Agreement sets out the fundamental conditions under which Hilter delivers its Services to Users. Understanding and accepting these terms is a prerequisite for accessing and utilizing the platform's investment functionalities and digital tools.

Updates and Revisions

Hilter reserves the unilateral right to revise, amend, or update the provisions of this Agreement at any time and for any reason deemed necessary, including but not limited to:

- Compliance with evolving legal or regulatory frameworks;

- Enhancing platform security and improving operational capabilities;

- Adapting to innovations in the tokenized real estate and blockchain ecosystem.

Whenever such changes are made, Hilter will:

- Publish the revised terms on its official website and within its mobile applications;

- Update the “[Last Updated:]” date displayed at the top of the Agreement to reflect the most recent version.

User Responsibility to Stay Informed

- Users acknowledge that it is their sole responsibility to review this Agreement and any updates made to it on a regular basis.

- Continued access to or use of Hilter’s Services following any modifications will constitute acceptance of the revised terms.

- If a User does not agree to the amended Agreement, they must immediately discontinue use of the Services and, where applicable, proceed with account closure.

Acceptance of Terms

- By registering an account with Hilter, Users expressly confirm that they have read, understood, and agreed to be bound by this Agreement and the associated Privacy Policy.

- Use of the Platform, including accessing services or clicking “I Agree,” signifies full and unconditional acceptance of all applicable terms and conditions.

Notification and Communication of Changes

- Hilter will inform Users of material changes to this Agreement by publishing an updated version on the official website and may also use email or other appropriate communication channels.

- Users are strongly encouraged to check the Hilter website regularly for the latest versions of the Agreement and Privacy Policy.

Entire Agreement and Understanding

- This Agreement, together with all documents, terms, and policies expressly incorporated herein by reference or accessible via hyperlinks on the Hilter Platform, constitutes the entire agreement between you and Hilter regarding the use of Hilter's services.

- By engaging with the Platform, you acknowledge that you have not relied on any statements, assurances, or representations that are not expressly contained within this Agreement.

Language and Interpretation

- This Agreement is made available in the English language, which shall serve as the official and legally binding version. Any translations provided are for informational purposes only. In the event of any inconsistencies or discrepancies between versions, the English version shall prevail.

- Section headings and formatting used in this Agreement are intended for navigational convenience only and shall not influence the interpretation or legal meaning of any provisions herein.

Eligibility to Use Hilter Services

This section defines the criteria that individuals and entities must meet in order to access and use the Services provided by Hilter. Compliance with these eligibility conditions is essential for ensuring lawful, secure, and equitable participation on the Hilter Platform.

Age and Legal Capacity

- To create an account and engage with investment offerings or token-related services on the Platform, Users must be at least 18 years of age. This age threshold ensures that all participants possess the legal capacity to enter into binding agreements in accordance with applicable laws and regulations. Use of the Hilter Platform by individuals under the age of 18 is strictly prohibited. Any attempt to register, access, or utilize the Platform by a minor constitutes a violation of this Agreement and may result in:

- Immediate suspension or termination of the account,

- Permanent removal of access to the Platform and its services, and

- Deletion of all associated user data, subject to regulatory retention obligations.

Hilter reserves the right to take appropriate action, including verifying age-related information at any time , to ensure compliance with this requirement.

- Affirmation of Legal Capacity: By registering on the Hilter Platform, you affirm that you possess the legal and mental capacity to understand and accept the terms of this Agreement. This includes the capacity to assess and accept the financial and regulatory risks associated with investing in tokenized real estate assets.

Account Limitations

- Single Account Policy: Each User is permitted to open and operate only one account on the Hilter Platform. Duplicate accounts are prohibited and may result in suspension or closure, as this measure is essential for maintaining platform fairness and preventing system abuse.
- Previous Suspensions: Individuals or entities that have been previously suspended, restricted, or removed from using Hilter's services due to violations of this Agreement or other policies are not permitted to register a new account without prior written consent from Hilter.

Compliance with Applicable Laws

- User Responsibility : You are solely responsible for ensuring that your use of the Platform is in full compliance with all laws, regulations, and rules applicable in your jurisdiction. This includes obligations relating to taxation, securities laws, anti-money laundering (AML), and financial services regulation.

- Restricted and Sanctioned Parties: Access to the Platform is strictly prohibited for any individual or entity named on economic or trade sanction lists maintained by the United Nations, European Union, United States (OFAC), United Kingdom, or other relevant authorities. Hilter reserves the right to suspend or terminate any account associated with such parties in accordance with its legal and regulatory obligations.

Jurisdictional Restrictions and Access Limitations

Geographic Access and Local Compliance

- Territorial Availability: The services offered by Hilter may not be available in certain countries, regions, or territories due to legal, regulatory, or risk-based considerations. It is solely the responsibility of the User to ensure that accessing or using Hilter's Platform is permitted under the laws and regulations of their jurisdiction.

- Service Adjustments by Region: Hilter reserves the right, at its sole discretion and without prior notice, to limit, suspend, or discontinue Services in specific jurisdictions. Such actions may be taken in response to changes in law, regulatory developments, or internal risk assessments.

Corporate and Institutional Accounts

- Authority to Represent Legal Entities: If you are registering or operating an account on behalf of a corporation, partnership, foundation, DAO, or other legal entity, you represent and warrant that you have the full legal authority to bind that entity to the terms of this Agreement. This includes authority to make investment decisions, authorize transactions, and accept legal obligations on behalf of the entity.

- Verification of Authority: Hilter may request documentation to verify your representative authority and reserves the right to suspend or reject account access if sufficient evidence is not provided.

Prohibited Use of Hilter's Platform

Hilter is committed to maintaining a secure, lawful, and transparent environment for tokenized real estate investment. To protect the integrity of the Platform and its users, certain activities are strictly prohibited. By using the Platform, you agree to comply with the restrictions outlined in this section.

Sanctions and Compliance Obligations

- Prohibited Persons: Access to Hilter's Services is expressly prohibited for individuals or entities listed on international sanctions or watchlists, including those issued by the United Nations, European Union, United States (OFAC), United Kingdom, or other applicable regulatory bodies.

- Direct and Indirect Use Restrictions: This prohibition applies to direct and indirect access to the Platform. Individuals or entities cannot circumvent restrictions through proxies, affiliates, relatives, controlled companies, or intermediaries.

Use of Services for Illegal Purposes

- Unlawful Transactions: Users must not use the Platform for any purpose that is unlawful or associated with criminal activity, including but not limited to money laundering, terrorism financing, fraud, corruption, or tax evasion.

- Asset Origin Concealment: The Platform may not be used to obscure the source, ownership , or destination of funds or digital assets that originate from illicit sources.

Market Integrity and Fair Trading Practices

- Prohibited Market Behavior: Users are strictly prohibited from engaging in manipulative trading activity, including wash trading, pump-and-dump schemes, or any tactics intended to deceive or mislead the market.

Intellectual Property Rights

- Infringement: Users must not misuse, replicate, alter, or distribute Hilter's proprietary content, trademarks, branding elements, documentation, or digital assets without express prior written authorization.

Platform and System Security

- Tampering or Disruption: Activities that compromise or disrupt the technical integrity of the Platform are strictly prohibited. This includes attempts to launch denial-of-service (DoS) attacks, introduce malicious code, or exploit platform vulnerabilities.

Account Security and Abuse

- Account Sharing and Sale: Each Hilter account is intended for exclusive use by the individual or legal entity to which it is registered. Sharing, renting, or selling access credentials is strictly forbidden.

- Multiple Account Creation: Users may not create multiple accounts to circumvent platform rules, bypass restrictions, or exploit promotions or bonuses. Violations may result in account suspension, asset freezing, or legal action.

Compliance Oversight and Enforcement Measures

Hilter is committed to maintaining the highest standards of regulatory compliance, ethical conduct, and platform integrity. To this end, Hilter actively enforces its usage policies and monitors user behavior to detect, prevent, and address violations.

Monitoring and Investigations

- Hilter reserves the right to monitor user activity on the Platform for the purpose of enforcing applicable laws, platform rules, and the provisions of this Agreement.

- Any behavior deemed suspicious, unlawful, or in breach of these terms may be subject to internal investigation and, where appropriate, escalated to regulatory or law enforcement authorities.

Account Suspension and Termination

- In cases where a violation of platform rules or legal obligations is identified, Hilter may, at its sole discretion, take enforcement action, including but not limited to:
    - Temporary or permanent account suspension;
    - Termination of access to services;
    - Freezing of assets;
    - Reporting the matter to competent legal or regulatory bodies.

Commitment to Ethical Standards

Hilter upholds a platform culture built on legal compliance, ethical participation, and responsible investment. Users are strongly encouraged to familiarize themselves with all prohibitions and expectations outlined in this Agreement in order to ensure continued and compliant access to Hilter's Services.

Hilter Account Creation and Verification Requirements

Opening an account with Hilter enables Users to access tokenized real estate investment opportunities and blockchain-based services. To ensure a secure and compliant environment for all participants, Hilter has established a clear framework for account creation, verification, and management.

Account Registration Process

- Initial Registration: Prospective Users must begin by visiting the Hilter website (www.hilter.com). The registration process requires Users to submit basic personal information.
- As part of registration, Users must expressly agree to Hilter's Terms of Use, Privacy Policy, and related legal agreements.

Identity Verification and KYC Compliance

Hilter adheres to robust Know Your Customer (KYC) and Anti-Money Laundering (AML) standards in accordance with international best practices. Verification is mandatory for access to most services and may be required at any time at Hilter's discretion.

- Initial Verification: After creating an account, Users are prompted to provide additional personal data, including full name, residential country, and contact information.

- Enhanced Verification: To unlock additional platform features, participate in larger transactions, or gain access to certain offerings, Users may be required to undergo enhanced due diligence. This may include submission of:
    - A government-issued identity document (e.g., passport, national ID, or driver's license);
    - Proof of residence (e.g., recent utility bill, bank statement);
    - Additional documentation if deemed necessary by Hilter's compliance team.

- Ongoing Review: All submitted information is reviewed by Hilter's internal compliance personnel. In some cases, Users may be contacted to provide clarifications or supplemental data before final approval.

Account Support and Management

- User Assistance: Hilter maintains a dedicated support team to assist with any account- related questions, including help with verification, technical issues, or account configuration.

- Support is accessible through multiple channels, including email, messengers.

User Compliance and Responsibility

To maintain a trustworthy and compliant investment environment, Hilter requires that all Users adhere to certain standards of conduct and legal responsibility throughout their use of the Platform.

Regulatory Compliance

- Jurisdictional Responsibility: Each User is solely responsible for ensuring that their use of Hilter's services complies with all applicable local, national, and international laws, including but not limited to those relating to securities, taxation, anti-money laundering (AML), data protection, and financial conduct.

Accuracy and Integrity of Information

- Truthful Disclosure: Users must ensure that all information provided during account registration and identity verification is complete, accurate, and current.

- Hilter reserves the right to suspend or permanently terminate any account found to contain false, misleading, or fraudulent data, or that fails to meet ongoing verification requirements.

By enforcing a comprehensive account creation and compliance framework, Hilter seeks to promote a secure, transparent, and legally compliant ecosystem for accessing blockchain- based real estate investment services.

International Data Transfers and Cross-Border Safeguards

As a globally operating platform, Hilter may process and transfer personal data across international jurisdictions, including to countries outside of the European Economic Area (EEA). Regardless of location, Hilter is committed to ensuring the confidentiality, integrity, and lawful processing of personal information in accordance with applicable global data protection laws.

Mechanisms for Cross-Border Data Transfers

- Adequacy Decisions: Where feasible, Hilter relies on adequacy determinations issued by the European Commission, confirming that a non-EEA country offers a level of data protection that is substantially equivalent to EEA standards.

- Standard Contractual Clauses (SCCs): In cases where no adequacy decision is in place, Hilter uses Standard Contractual Clauses approved by the European Commission. These legally binding terms ensure that transferred data receives the same high level of protection regardless of the destination country.

- Binding Corporate Rules (BCRs): For internal data transfers within Hilter's affiliated companies or corporate structure, Binding Corporate Rules may be implemented. These rules are approved by EU data protection authorities and ensure that all internal cross- border transfers comply with relevant EU legal frameworks and standards.

Hilter's approach to international data transfers is designed to uphold user rights, minimize risk, and maintain legal compliance, even when operating across multiple jurisdictions.

Data Security in International Transfers
Hilter takes extensive technical and organizational measures to ensure that personal data transferred across borders remains secure, confidential, and fully compliant with applicable regulations.

Technical Safeguards and Oversight
- Data Encryption: All personal data transferred internationally is encrypted during transit using advanced cryptographic protocols. Hilter employs industry-standard encryption to prevent unauthorized access, interception, or tampering.

- Ongoing Compliance Monitoring: Hilter's legal and compliance teams continuously monitor international regulatory developments to ensure that all data transfer mechanisms align with evolving data protection requirements. Internal reviews are conducted regularly to maintain the highest standards of legal conformity.

- Trusted Partnerships: Hilter engages with third-party providers and partners only after conducting comprehensive due diligence. All partners must demonstrate adherence to robust data security and privacy policies. Existing relationships are subject to periodic reassessment to confirm continued compliance.

User Rights and Data Control
- Transparency Commitment: Hilter is committed to full transparency regarding how and where your data is transferred and processed. Users are entitled to clear information about international data flows.

- Consent Where Applicable: In jurisdictions requiring it, Hilter will obtain explicit, informed consent from Users before initiating international data transfers. Where permitted, Users may opt out of such transfers.

- Data Access and Rectification: Users maintain the right to access, correct, or request deletion of their personal data, regardless of the geographic location where that data is processed. Requests will be handled in accordance with applicable data protection laws and Hilter's internal privacy procedures.

Regulatory Compliance in Cross-Border Data Handling
Hilter is committed to maintaining full legal compliance with international data protection standards governing the transfer, processing, and storage of personal data across borders.

Adherence to Global Privacy Frameworks
- Compliance with International Data Laws: Hilter ensures that all cross-border data transfer operations comply with leading global data protection regulations, including but not limited to the General Data Protection Regulation (GDPR) of the European Union, as well as other regionally applicable privacy frameworks and national regulations.

- Data Localization Protocols: In jurisdictions that mandate data localization—requiring that certain categories of personal data be stored and processed within national boundaries— Hilter implements all necessary measures to meet local legal obligations while continuing to deliver seamless access to platform services.

By applying these robust regulatory measures and adapting to the evolving international privacy landscape, Hilter affirms its commitment to secure, lawful, and responsible handling of user data in every jurisdiction where it operates.

Term of Service, Data Return, and Deletion at Hilter
Hilter is committed to ensuring a transparent and rights-respecting lifecycle for every user's engagement —from the creation of an account, to the potential return or deletion of personal data. This section outlines the duration of service and the protocols Hilter follows to securely manage your data in compliance with applicable laws and best practices.

Service Term

- Commencement of Relationship: Your contractual relationship with Hilter begins when you successfully register an account and accept the applicable Terms of Use. From that moment, you are granted access to Hilter's services as governed by this Agreement and related policies.

- Ongoing Access: Your engagement remains active as long as your account is in good standing. Hilter will continue to provide access to platform functionalities , support , and applicable service updates throughout this period.

- Termination Rights: Either party may terminate the relationship in accordance with the Terms of Use. Grounds for termination may include, but are not limited to: breach of agreement, regulatory requirements, fraud, inactivity, or the voluntary discontinuation of services.

Data Return Rights

- User-Initiated Requests: Upon request or in the event of account closure, Hilter will facilitate the return of your personal data. All such requests are subject to identity verification procedures to safeguard against unauthorized disclosure.

- Export Format: Data will be made available in a structured, commonly used, and machine- readable format, enabling portability to other platforms if desired.

Data Deletion Protocols

- Initiation of Deletion Process : When your relationship with Hilter concludes –whether through account closure or a formal user request –Hilter initiates the process of restricting and deactivating access to personal data in accordance with applicable legal and regulatory standards.

- Immutable Ledger Consideration: Due to the nature of blockchain technology, certain transaction records, ownership logs, and user identifiers may be permanently recorded in decentralized systems and cannot be altered, erased, or removed. This includes any data embedded in smart contracts or token ownership trails.

- Data Minimization and Obfuscation: While the underlying blockchain records remain immutable, Hilter takes steps to minimize locally stored personal data and, where feasible, to anonymize or obfuscate data that is no longer necessary for service provision or regulatory compliance.

- Regulatory Retention : In accordance with applicable laws , specific types of data – such as KYC documentation , AML -relevant activity logs , and financial records –may be retained for a fixed statutory period. This retention is strictly limited to what is required for legal, compliance, or audit purposes.

- Confirmation of Process Completion : Users may request a written confirmation that all non-blockchain -resident personal data has been securely deleted or deactivated from Hilter 's internal systems , with exception to immutable ledger data retained on decentralized infrastructure.

Disclaimer: No Financial or Legal Advice

Hilter provides Users with access to a platform for tokenized real estate investment and related services. However, it is essential to understand that Hilter does not offer financial, investment, legal, or tax advice of any kind. This section clarifies the limitations of information made available through the Platform and underscores the User's responsibility for all decisions related to investment activity.

Scope of Platform Information

- Market and Project Data: Hilter may display current and historical data regarding asset prices, token distribution, investment performance, or market trends.

- Educational Materials: Hilter may provide articles, guides, webinars, or FAQs intended to help Users better understand tokenized assets, blockchain, and real estate markets. Such content is strictly educational and should not be relied upon for making investment decisions.

- Platform Features and Tools: Hilter offers various tools to facilitate the investment process – such as dashboards, risk assessment tools, asset overviews, and wallet management features.

User Responsibility and Due Diligence

- Autonomous Decision-Making: Users acknowledge that they are solely responsible for evaluating, selecting, and executing any investment or transaction on the Platform.

By using Hilter's services, Users accept full responsibility for their investment actions and agree that they are doing so based on their own independent judgment and due diligence, not on the basis of information provided by Hilter.

Limitation of Liability

While Hilter strives to offer a secure and reliable platform for investing in tokenized real estate, Users must understand and accept the inherent limitations and disclaimers related to the use of the Platform and its associated services.

No Endorsement or Investment Validation

Users are solely responsible for conducting independent due diligence before participating in any offering.

Investment and Market Risks

- Volatility and Uncertainty: The value of tokenized assets, including real estate-backed tokens, can fluctuate significantly due to market forces, regulatory shifts, or external economic factors.

Conclusion and User Acknowledgment

Hilter is committed to maintaining a transparent and functional investment infrastructure, but it is imperative that Users understand:

- Hilter does not provide investment advice,

- All investment actions are undertaken at the User's own discretion, and

- Users should exercise caution, personal judgment, and independent research when interacting with tokenized real estate offerings.

Compliance with Local Laws and Jurisdictional Regulations

Hilter operates within a diverse and continuously evolving regulatory environment, serving users across multiple jurisdictions. Ensuring compliance with applicable local laws is fundamental to Hilter's operations, and this section outlines both the company's and the User's obligations in upholding these legal standards.

Understanding Jurisdictional Variability

- Diverse Legal Frameworks: The regulation of tokenized assets, digital securities, and blockchain-based real estate investment products varies by country and region. Local rules may address issues such as securities classification, anti-money laundering (AML), taxation, and digital asset ownership.

- Regulatory Monitoring: Hilter conducts continuous oversight of legal developments in every jurisdiction where services are offered. This proactive compliance model allows Hilter to adjust its operations in real time to reflect changes in national and supranational regulations.

User Responsibilities

- Legal Eligibility: Users must confirm that they are legally permitted to use the Hilter Platform in their jurisdiction. This includes being of legal age and not subject to sanctions, prohibitions, or restrictions under local or international law.

- Local Legal Compliance: Users are solely responsible for understanding and complying with any local laws that apply to their use of the Platform, including but not limited to:
    - Tax obligations and disclosures;
    - AML/CTF reporting requirements;
    - Restrictions on foreign investment or capital transfers.

Hilter's Compliance Framework

- KYC/AML Protocols: Hilter implements Know Your Customer (KYC) and Anti-Money Laundering (AML) procedures to verify user identities and prevent unlawful activity on the Platform. These measures are aligned with global best practices and local legal standards.

- Regulatory Licensing: In jurisdictions where required, Hilter obtains licenses and/or registrations necessary to legally operate and offer tokenized investment services. This ensures both regulatory integrity and user protection.

Adaptability and Legal Cooperation

- Policy Adjustments: As laws evolve, Hilter updates its terms, procedures, and user-facing policies accordingly. Users will be notified in the event of any material changes that affect service access or legal standing.

- Service Restrictions by Region: In jurisdictions where compliance cannot be reasonably ensured or where digital asset activities are restricted or prohibited, Hilter reserves the right to limit or deny access to its services.

- Governmental Cooperation : Hilter complies with lawful requests from competent law enforcement or regulatory agencies . This may include the provision of user information , subject to legal review and internal data protection protocols.

Conclusion

Adherence to local laws is not only a legal obligation for both Hilter and its Users, but also a core pillar of our commitment to transparency, trust, and lawful operations. Users are strongly encouraged to become familiar with the regulatory frameworks applicable in their jurisdictions and to utilize Hilter's services in a responsible and lawful manner.

By operating in compliance with regional and international legal standards, Hilter and its Users collectively contribute to a resilient, secure, and legally sustainable environment for tokenized real estate investment and innovation.

Privacy Policy at Hilter

Hilter is deeply committed to protecting the confidentiality and integrity of the personal data entrusted to us. Our Privacy Policy, publicly available on our official website at www.hilter.com, outlines:

- The types of personal data we collect;
- The purposes and legal bases for data processing;
- The rights available to Users under applicable data protection laws; and
- The technical and organizational safeguards we implement to ensure secure processing.

Hilter operates in accordance with leading data protection frameworks, including the EU General Data Protection Regulation (GDPR) and other relevant privacy legislation, reaffirming our commitment to transparency, accountability, and responsible data stewardship.

Collection and Use of Personal Data

Hilter collects and processes personal information in accordance with applicable privacy laws and for clearly defined purposes that support the delivery and security of its services.

Categories of Data Collected

- User-Provided Information: When you register an account on the Hilter Platform, we collect personal data such as your full name, email address, phone number, and country of residence. This information is essential for identity verification, account creation, and personalized service delivery.

- Transactional Data: Hilter maintains detailed records of your interactions on the platform, including investment activity, token purchases, withdrawals, deposit logs, and account balances. This data is necessary for operational execution and regulatory compliance.

- Technical and Usage Data: We automatically collect metadata such as your IP address, device type, operating system, browser version, and platform interaction patterns. This information helps optimize platform performance, identify suspicious behavior, and enhance the overall user experience.

Purpose of Data Processing

- Service Delivery: Your information allows Hilter to provide you with secure access to investment opportunities, manage your digital asset portfolio, and offer customer support.

- Security and Regulatory Compliance: Data is used to enforce anti-money laundering (AML) and counter-terrorism financing (CTF) protocols, monitor for fraud, and fulfill legal obligations.

- Communication and Notifications: With your consent, we may contact you via email or in-app messaging for security alerts, service announcements, or promotional updates, in line with your preferences.

Information Sharing

- Trusted Service Providers: We may engage vetted third-party vendors for infrastructure, identity verification, payment processing, or support services. These partners operate under strict confidentiality and data processing agreements and are prohibited from using your data for unrelated purposes.

- Legal Requirements: Hilter may disclose user information if required by law, court order, regulatory request, or as part of a legal investigation, always in accordance with applicable data protection rules.

Data Protection Measures

- Security Framework: Hilter implements state-of-the-art encryption, intrusion detection systems, access controls, and data integrity checks to prevent unauthorized access or loss of user data.

- Retention Policy: Personal information is retained only for as long as necessary to fulfill the purposes outlined above or as required by applicable laws and regulatory mandates.

Your Data Rights

- Access and Control: You have the right to access, rectify, delete, or restrict the processing of your personal data. Tools to exercise these rights are available via your account settings or upon request to our data protection team.

Policy Updates

Revisions and Notifications: Hilter may update this Privacy Policy to reflect changes in practices or regulations. Significant updates will be communicated through the Platform or other appropriate channels.

Policy Availability

The full and most current version of the Privacy Policy is always accessible via our official website at www.hilter.com. Users are encouraged to periodically review the policy to remain informed of how their data is handled.

Conclusion
Hilter's approach to data privacy is built on a foundation of transparency, legal compliance, and user trust. Our Privacy Policy clearly outlines how personal data is collected, processed, stored, and safeguarded, in strict accordance with global data protection regulations.

By maintaining high standards of data security and respecting your rights as a data subject, Hilter strives to provide an environment where Users feel secure, informed, and respected.

If you have any questions, concerns, or requests regarding our privacy practices, we encourage you to contact our Data Protection Officer or reach out through the communication channels listed on our website at www.hilter.com.

Dispute Resolution Process at Hilter
Hilter is committed to maintaining transparent, efficient, and fair mechanisms for resolving disputes that may arise between the platform and its Users. Recognizing that timely and respectful resolution of conflicts reinforces trust, Hilter has developed a structured dispute resolution policy that includes informal resolution, mediation, and, when necessary, binding arbitration.

This framework prioritizes open communication, procedural fairness, and compliance with applicable laws, ensuring that all parties are treated equitably.

- Initial Resolution Attempt
    - Contact Support First: Users are strongly encouraged to contact Hilter's customer support team at support@hilter.com before initiating any formal dispute process. The majority of issues can be resolved promptly and amicably through direct communication.
    - Submit Relevant Information: To facilitate resolution, Users should provide clear and detailed descriptions of the issue, including relevant token purchase references, wallet addresses, or transaction IDs, along with their expected outcome.

- Mediation Option
    - Voluntary Mediation: If initial support efforts do not resolve the dispute, Hilter may offer mediation as an alternative path. Mediation involves an independent third party who assists in negotiating a mutually acceptable solution between the User and Hilter.
    - Participation in mediation is voluntary, but often helps avoid the cost, complexity, and time of legal or formal proceedings.

- Arbitration Agreement
    - Binding Arbitration: By accepting Hilter's Terms of Use, Users agree that unresolved disputes shall be subject to final and binding arbitration, except where local law permits a claim to be brought in a small claims court.
    - Arbitration Procedure:
        - Arbitration shall be conducted under the rules of a recognized arbitration body, such as the London Court of International Arbitration (LCIA) or an equivalent organization.
        - The proceeding will be held in a mutually accessible location or via secure online conferencing.
        - The arbitrator's decision shall be final and enforceable in any court of competent jurisdiction.
    - No Class Actions: Disputes must be brought on an individual basis. Users waive the right to initiate or participate in any class, group, or representative action against Hilter.

- Governing Law and Jurisdiction
    - Applicable Law: This Agreement and any dispute arising from it shall be governed by the laws of the United Kingdom, without regard to conflict of law provisions.
    - International Considerations: For Users located outside the UK, Hilter commits to respecting relevant local consumer protection and dispute resolution laws, provided that they do not override the arbitration agreement.

- Amendments to the Dispute Policy
  - Policy Updates: Hilter reserves the right to revise this Dispute Resolution Policy in accordance with legal developments or operational requirements. Users will be notified in the event of any material changes that may affect their rights under this section.

Conclusion

Hilter's approach to resolving disputes is guided by principles of transparency, procedural fairness, and mutual respect. We are committed to offering clear, accessible, and efficient channels for addressing and resolving any disagreements that may arise between the Platform and its Users.

Whether through customer support, voluntary mediation, or binding arbitration, our objective is to resolve conflicts in a manner that reinforces user confidence and platform integrity. We believe that open dialogue and structured resolution mechanisms are essential to maintaining a trustworthy investment environment for all participants.

We encourage all Users to consult the full Terms of Use for detailed information on Hilter's dispute resolution procedures. For any inquiries or concerns, our support team is available to assist.

Contact Information

If you have questions or need assistance regarding dispute resolution or any other matter, please reach out to us:

Support Email: support@hilter.com

Registered Address:
Hilter Real Estate Technologies Ltd.
55 Gilkes Cres, London, United Kingdom, SE21 7BP