

# Privacy Notice

Last updated: 28 October 2026 · Version 1.0

This notice explains how Flumen Pay LLC, trading as Lydiam Group, collects and uses personal information, who we share it with, how long we keep it, and the rights you have. In this notice, “Lydiam”, “we”, “us” and “our” mean Flumen Pay LLC, trading as Lydiam Group.

## 1. Who we are

**1.1 Controller.** Flumen Pay LLC, trading as Lydiam Group, is the controller of the personal information described in this notice. Flumen Pay LLC is a limited liability company formed under the laws of the State of Montana, United States, and a money services business registered with FinCEN in the United States (MSB registration 31000332913768) and with FINTRAC in Canada (MSB registration C10001396). Registered office: 1001 S Main St, Ste 49, Kalispell, Montana 59901-1468, United States. Trading office: 2310 North 7th Avenue, Suite A, PMB 17672741, Bozeman, MT 59715, United States.

**1.2 What this notice covers.** This notice covers our website at [www.lydiamgroup.com](http://www.lydiamgroup.com), our enquiry and application forms, the Client Portal, our services, our partner and Lydiam Enterprise programmes, and our marketing.

**1.3 What it does not cover.** Lydiam Group Ltd (United Kingdom) and Lydiam Group L.L.C-FZ (United Arab Emirates) provide consultancy and advisory services to their own clients, and are responsible for the personal information they use for that purpose under their own privacy notices. Job applications are covered by our Candidate Privacy Notice on our careers page.

**1.4 Contact.** For any question about this notice or your personal information, or to exercise your rights, email [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com) or write to Privacy, Flumen Pay LLC, 2310 North 7th Avenue, Suite A, PMB 17672741, Bozeman, MT 59715, United States.

**1.5 Data protection officer.** We have not appointed a data protection officer. Our privacy team handles every data protection matter: contact [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com).

**1.6 Representatives in the United Kingdom and the European Union.** We are appointing representatives in the United Kingdom and in the European Union under article 27 of the UK GDPR and the EU GDPR. We will publish their names and contact details here once they are appointed. Until then, please contact us at [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com).

**1.7 Quebec.** The person in charge of the protection of personal information at Flumen Pay LLC is our Chief Executive Officer, who can be contacted at [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com).

## 2. Whose information we use

We use personal information about:

- people who visit our website or contact us, and people who send us an enquiry, including prospects who do not become clients;
- applicants and clients who are individuals;

- the directors, owners, controllers, authorised signatories, Authorised Users, employees and other representatives of business applicants and clients;
- payers and payees in our clients' transactions, including US payers who pay our clients, and the underlying payers and payees of a client that moves its own customers' money through us;
- trusted contacts named by our clients;
- partners and their staff, and the people they refer to us;
- Lydiam Enterprise firms and their staff, and clients whose relationship with us is managed by an Enterprise firm;
- people referred to us by a client through "Refer a friend";
- our suppliers and their staff.

### 3. What we collect

| Category                            | Examples                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identity and contact                | Name, date of birth, nationality, address, email, phone and messaging numbers, job title, signature                                                                                                                                                                                                                                    |
| Identity documents and verification | Passport, national identity card or driving licence; proof of address; the results of identity checks. If an identity check includes a facial comparison or liveness check, the image and the result; for people in the UK and the EU we use this only where the law provides a condition for it, and otherwise verify you another way |
| Business and ownership              | Company records, shareholdings, ownership and control structures, roles and authorities                                                                                                                                                                                                                                                |
| Due diligence and screening         | Source of funds and source of wealth (with documents), client classification answers, risk rating, the results of sanctions, politically exposed person and adverse media screening, and information about criminal offences or allegations that appears in those results                                                              |
| Financial and transaction           | Bank and named-account details, balances, transactions, payment instructions, payer and payee details, cryptoasset wallet addresses and the results of blockchain analytics, invoices for factoring                                                                                                                                    |
| Tax                                 | Tax residence, tax identification numbers, US tax forms (W-9 or W-8) and tax self-certifications                                                                                                                                                                                                                                       |
| Communications                      | Emails, Portal and dealing-chat messages, messages through our designated WhatsApp and Telegram accounts, recordings of calls, complaints                                                                                                                                                                                              |
| Technical and device                | IP address, approximate location, browser, device and operating system, log-in and usage records, and device information used to prevent fraud (section 6)                                                                                                                                                                             |
| How you came to us                  | Your enquiry with its date, time and technical details, how you heard of us, any partner or referral code, the pages you visited before enquiring, and the confirmations you gave                                                                                                                                                      |
| Marketing                           | Your marketing preferences, opt-outs and the record of our suppression checks                                                                                                                                                                                                                                                          |

| Category                            | Examples                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vulnerability, death and incapacity | Whether you are aged 60 or over, any trusted contact, and any information you give us about circumstances that make you vulnerable (section 5.4); and, where an account holder dies, loses capacity or becomes insolvent, the information in the claim form and supporting documents from the executor, attorney or insolvency office-holder, which may include health information about capacity |
| Partner and Enterprise              | Business and identity details, licences, payout account details, commission and revenue records, attestations and monitoring records                                                                                                                                                                                                                                                              |

## 4. Where we get it

- From you, and from the business you represent.
- From a Lydiam Enterprise firm that manages your relationship with us, or a partner that referred you.
- From a client who names you as a payer, payee, Authorised User, owner or trusted contact, or who refers you to us; and from a client that moves its own customers' money through us, about those customers.
- From identity verification, screening, blockchain analytics and fraud prevention providers, and from public registers and sources.
- From our banking, payment and liquidity partners, and from other financial institutions involved in a transaction.
- Automatically, when you use our website, forms or the Client Portal.

## 5. How we use it, and our legal bases

5.1 The table shows our purposes and, for people whose information is protected by the UK GDPR or the EU GDPR, the legal basis we rely on. Section 15 explains the position in Canada and the United States.

| Purpose                                                                                                                                               | Legal basis (UK and EU)                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Responding to your enquiry, deciding whether we can serve you and sending you an application link                                                     | Steps you ask us to take before entering into a contract; our legitimate interests in running and growing our business                                                                                                           |
| Verifying identity, due diligence, client classification, risk assessment, sanctions and politically exposed person screening, and ongoing monitoring | Our legitimate interests in meeting the anti-money laundering, counter-terrorist financing and sanctions laws that apply to us, including US and Canadian law; legal obligation where UK or EU law itself applies. Never consent |
| Deciding whether to accept you as a client (section 8)                                                                                                | As above, and steps before entering into a contract                                                                                                                                                                              |
| Providing our services: foreign exchange, payments, collections, named accounts, cryptoasset trades and deliveries, factoring and Plans               | Performance of our contract with you or your business; our legitimate interests where you are not the contracting party (for example a director or payee)                                                                        |
| Sending payer and payee information with transfers (the "travel rule")                                                                                | Legal obligation; our legitimate interests in meeting the laws that apply to us and our partners                                                                                                                                 |
| Detecting and preventing fraud, scams and unauthorised access, applying our Security Procedures, and protecting accounts                              | Our legitimate interests in protecting our clients and our business; legal obligation where it applies                                                                                                                           |

| Purpose                                                                                                                            | Legal basis (UK and EU)                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting suspicious activity, and responding to regulators, law enforcement and courts                                            | Legal obligation; our legitimate interests in meeting the laws that apply to us                                                                             |
| Keeping evidence of how clients in the UK, EU, EEA and Switzerland first approached us, and records on prospects                   | Our legitimate interests in showing that we act lawfully and in answering regulators' questions                                                             |
| Recording calls and keeping messages                                                                                               | Legal obligation; our legitimate interests in keeping accurate records of instructions and preventing fraud                                                 |
| Tax reporting (for example US tax forms and EU DAC8 reporting for cryptoasset clients)                                             | Legal obligation                                                                                                                                            |
| Protecting clients who may be vulnerable (section 5.4)                                                                             | Our legitimate interests in protecting our clients; for health information, your explicit consent or a substantial public interest condition allowed by law |
| Running the partner and Lydiam Enterprise programmes, including calculating commission and checking that partners follow the rules | Performance of our contract with the partner or firm; our legitimate interests                                                                              |
| Handling complaints and requests, and bringing or defending legal claims                                                           | Our legitimate interests; legal obligation where it applies                                                                                                 |
| Sending you marketing (section 11)                                                                                                 | Your consent where the law requires it; otherwise our legitimate interests. We do not market to anyone in the UK, the EU, the EEA or Switzerland            |
| Running our business: audits, accounting, IT and security, and support services from our group companies                           | Our legitimate interests; legal obligation for accounting and audit                                                                                         |

**5.2 Criminal offence information.** Screening results can include information about criminal offences or allegations. We use it only for preventing and detecting financial crime and meeting our legal and regulatory obligations, and only where the law allows.

**5.3 We never rely on consent for anti-money laundering checks.** If you do not give us the information we need for these checks, we cannot provide our services to you.

**5.4 Vulnerable clients.** If you are aged 60 or over, or tell us about circumstances that make you vulnerable, we use that information to protect you, for example by pausing a payment we are worried about or by speaking to your trusted contact. We collect health information only if you choose to tell us, or where it is needed to deal with an account after the account holder has lost capacity, and use it only with explicit consent or where the law otherwise allows.

**5.5 Tax reporting for cryptoasset clients (DAC8).** If you use our cryptoasset services and are, or may be, resident for tax purposes in the European Union, the EU tax reporting rules for cryptoasset service providers (known as DAC8) require us to collect your tax residence and tax identification number, and to report information about you and your cryptoasset transactions to the tax authority of the EU member state where we are registered for these rules. That authority may pass it to the tax authorities of the countries where you are resident for tax purposes. We do this to meet a legal obligation, not on the basis of your consent, so an objection does not stop the reporting. We tell you before we first report information about you. We cannot advise you on your tax position.

## 6. Device information and fraud prevention

6.1 When you use our forms or the Client Portal, we collect device information, such as your IP address, approximate location, browser and device characteristics, to detect fraud, account takeover and the use of VPNs or anonymising tools, and to keep evidence of where an enquiry came from. Some of this information can be combined to recognise a device (device fingerprinting).

6.2 We use device fingerprinting as a fraud control. We collect device information in line with our Cookie Policy: where the law requires your consent for information read from your device, we ask for it, unless an exception applies, such as where the information is strictly necessary for a service you have asked for or for security.

## 7. Who we share it with

We share personal information only where we need to, and only with:

- **Lydiam Group companies** that provide services to us, such as operations, technology and client support, acting as our service providers under our instructions. They are in the United Kingdom, Poland, South Africa and the United Arab Emirates. They do not use your information for their own purposes;
- **our banking, payment, settlement and liquidity partners**, and other banks, payment systems and cryptoasset service providers involved in your transactions, including the other party's provider;
- **identity verification, screening, blockchain analytics, compliance and fraud-prevention providers**, and our outsourced compliance provider;
- **IT, hosting, communications, e-signature, document storage and customer-relationship management providers**;
- **licensed third-party providers** to which we introduce you at your request, for services such as escrow, card acquiring, derivatives or investments. They provide those services under their own terms and privacy notices;
- **a Lydiam Enterprise firm** that manages your relationship with us, as your operator;
- **the partner that referred you**, but only the information it needs to calculate and check its commission, such as whether you became a client and the revenue on which commission is paid. A partner never sees your balances or transactions unless you authorise it;
- **your trusted contact**, where section 5.4 applies;
- **regulators, financial intelligence units, tax authorities, law enforcement agencies and courts**, including FinCEN, FINTRAC and the Internal Revenue Service, where the law requires or permits;
- **professional advisers, auditors and insurers**;
- **a buyer or successor** of all or part of our business, or a company to which we transfer our agreement with you as that agreement allows.

We do not sell personal information, and we do not share it for advertising by others.

Our own staff, and contractors who work for us, including our contractors and staff in India, use personal information only for our purposes, under written confidentiality terms and our instructions.

## 8. How decisions are made

We use automated tools to screen, to score risk and to monitor transactions. These tools support decisions made by people. Some checks stop an enquiry or application automatically, for example where a country is prohibited or required identity information is missing; if that happens to you, you can ask for a person to review it by emailing [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com). A decision to accept a client is made by people: our compliance team clears it and our Chief Executive Officer approves it. A decision to decline a client is also

made by a person, and every monitoring alert is reviewed by a person. We do not make decisions about you based solely on automated processing that produce legal effects or similarly significant effects for you.

## 9. International transfers

9.1 Flumen Pay LLC is based in the United States, and our group companies, partners and service providers are in other countries. Your personal information will therefore be processed outside the country where you live, including in the United States, the United Kingdom, the European Union, South Africa, the United Arab Emirates and India.

9.2 Where the law where you live requires it, we protect transfers with approved safeguards, such as the European Commission's standard contractual clauses or the UK International Data Transfer Agreement or Addendum, supported by a transfer risk assessment, or rely on an adequacy decision. For transfers to the Lydiam Group companies that support us in the United Arab Emirates and South Africa, and to our contractors and staff in India, these safeguards are being put in place, and we will update this notice when they are. You can ask for details of the safeguard that applies to you at [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com).

9.3 For personal information about people in Quebec, we carry out a privacy impact assessment before it is communicated outside Quebec.

## 10. How long we keep it

| Information                                                                                                     | How long                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Client records, including identity and due diligence records, transaction records, call recordings and messages | 5 years after the relationship ends, or after the transaction for one-off transactions                                                                                                                   |
| Client classification records                                                                                   | 7 years                                                                                                                                                                                                  |
| Evidence of how clients in the UK, EU, EEA and Switzerland first approached us                                  | 7 years                                                                                                                                                                                                  |
| Records on prospects who never became clients, including declined applicants                                    | 7 years from the decision, because they form part of our evidence that we do not market where we have said we will not (reverse solicitation), and so that we can answer regulators' look-back questions |
| Sanctions screening records, and records of blocked or rejected transactions                                    | 10 years                                                                                                                                                                                                 |
| Partner and Enterprise programme records                                                                        | 5 years after the relationship ends                                                                                                                                                                      |
| Complaints                                                                                                      | 5 years after the complaint is closed                                                                                                                                                                    |
| Marketing opt-outs and suppression records                                                                      | For as long as needed to make sure we do not contact you again                                                                                                                                           |

We keep information longer while a legal claim, investigation, regulatory request or other matter is open, and where the law requires a longer period. We then delete it or make it anonymous.

## 11. Marketing

11.1 We send marketing only where the law allows, and you can opt out at any time by using the unsubscribe link in any marketing email or by emailing [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com).

11.2 We do not market our services in the United Kingdom, the European Union, the European Economic Area or Switzerland. If you are a client there, we send you service and account messages only, never marketing.

11.3 We never make automated, prerecorded or AI-voice marketing calls without your prior express consent.

11.4 **Refer a friend.** If a client refers you to us through “Refer a friend”, they give us your name, email address and country. If the law where you live allows it, we send you one email naming the client who referred you, with a link to our enquiry form and a way to opt out. We send nothing to people in the United Kingdom, the European Union, the European Economic Area, Switzerland or Canada, or to individuals in the United States. We keep your details only to send that email and, if you opt out, to make sure we do not contact you again.

## 12. Security

We protect personal information with technical and organisational measures, including access controls, encryption, two-factor authentication, monitoring and staff training, and we require our service providers to do the same. No system is completely secure. Please keep your log-in details, devices and accounts safe, and tell us at once if you think they have been compromised.

## 13. Cookies

We use cookies and similar technologies on our website and in the Client Portal. Our Cookie Policy [[lydiamgroup.com/cookie-policy](https://lydiamgroup.com/cookie-policy)] explains which ones, why, and how to manage them.

## 14. Your rights

14.1 Depending on the law that applies to you, you may have the right to:

- ask whether we hold personal information about you and get a copy of it;
- ask us to correct information that is wrong or incomplete;
- ask us to delete it;
- ask us to restrict how we use it, or object to our use of it, including for direct marketing;
- receive information you gave us in a portable format, or have it sent to another organisation;
- withdraw your consent, where we rely on it;
- be told about, and ask for a person to review, any decision based solely on automated processing;
- complain to a data protection authority (section 16).

14.2 **Limits.** Some rights are limited by law. In particular:

- we must keep anti-money laundering, sanctions and transaction records for the periods in section 10, even if you ask us to delete them; we will restrict their use instead;
- we will not tell you about any report we have made, or are considering making, to a financial intelligence unit or law enforcement agency, or about any related investigation, where the law prohibits it or it would prejudice the prevention or detection of crime;
- we may withhold information about other people.

14.3 **How to make a request.** Email [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com), write to us, or use the request form on our Data Protection page [[lydiamgroup.com/data-protection](https://lydiamgroup.com/data-protection)]. We may need to verify your identity first. We respond within one month, or within 30 days where Canadian law applies, and tell you if we need longer and why. We do not charge for a request unless the law allows us to because it is manifestly unfounded or excessive.

## 15. Country information

**15.1 United Kingdom, European Union, EEA and Switzerland.** Our legal bases are in section 5. Section 1.6 explains our representatives. You can complain to the Information Commissioner's Office in the UK, to the data protection authority in your EU or EEA country, or to the Federal Data Protection and Information Commissioner in Switzerland.

**15.2 Canada.** We handle personal information in line with the Personal Information Protection and Electronic Documents Act and, for people in Quebec, the Act respecting the protection of personal information in the private sector. By giving us your information you acknowledge this notice and, where consent is the applicable basis, consent to the uses described in it. We use and disclose information without consent where the law permits, for example to meet our anti-money laundering obligations or to prevent fraud. You can access and correct your information, and withdraw consent subject to legal and contractual limits. People in Quebec also have the rights given by Quebec law, including the right to be told about decisions based solely on automated processing. You can complain to the Office of the Privacy Commissioner of Canada, or in Quebec to the Commission d'accès à l'information.

**15.3 United States.** We are a financial institution under the US Gramm-Leach-Bliley Act. We collect the information described in section 3, and share it only as described in section 7, which covers sharing to process transactions, to protect against fraud, to comply with the law and with service providers acting for us. We do not share personal information with companies outside our group for them to market to you, and our group companies use it only to provide services to us, not for their own purposes or to market to you. Because we do not share in those ways, there is no sharing for you to limit. We protect it as described in section 12, and we continue to apply this notice to former clients. Residents of some US states have additional privacy rights. To use them, contact [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com). We do not sell personal information, or share it for cross-context behavioural advertising.

**15.4 South Africa and other countries.** Where other data protection laws apply to our use of your information, such as South Africa's Protection of Personal Information Act, we comply with them, and you can complain to the regulator there, for example the Information Regulator in South Africa.

## 16. Complaints

If you have a concern about how we use your personal information, please contact [privacy@lydiamgroup.com](mailto:privacy@lydiamgroup.com) first, and we will try to resolve it. You can also complain to the data protection authority where you live or work, or where you think the problem happened (section 15).

## 17. Children

Our services are not for anyone under 18, and we do not knowingly collect information about children.

## 18. Changes to this notice

We may update this notice. The current version is always on our website, with its date. If we make a change that significantly affects how we use clients' information, we tell clients by email and in the Client Portal before it takes effect.

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