Fanographs

Privacy Policy

Effective October 15, 2026

1. Scope and who we are

This Privacy Policy explains how Fanographs LLC ("Fanographs," "we," "us," or "our") collects, uses, discloses, and retains personal information when you use our website, mobile application, marketplace, signing and fulfillment services, customer support, and related services (collectively, the "Services"). It applies whether you participate as a fan, buyer, seller, creator, athlete, celebrity, or other featured individual (an "Icon").

This policy does not apply to information processed by a third party under its own privacy policy, including a payment processor, identity-verification provider, social sign-in provider, or shipping carrier. We encourage you to review those providers' notices before using their services.

Fanographs is designed for users in the United States. If you use the Services from another country, your information may be transferred to and processed in the United States, where privacy laws may differ from those in your location.

Privacy requests are made through Account Settings or by email to Fanographs support at support@fanographs.com. Written correspondence may be sent to Fanographs LLC, c/o United States Corporation Agents, Inc., 131 Continental Drive, Suite 305, Newark, Delaware 19713, United States.

2. Personal information we collect

We collect information you provide, information generated when you use the Services, and information received from service providers and other parties. The information collected depends on how you use Fanographs.

Identifiers and account information. Name, email address, username, password hash, account identifiers, mobile number, mailing, delivery, and return address. Sources: you; a social sign-in provider; the other participants in an order.

Profile and public content. Optional pronouns, country, biography, collecting interests, profile image, public name, listings, photos, videos, signing information, and other content you choose to publish. Sources: you; an authorized representative or agency; publicly available sources when used to verify an Icon.

Commercial and transaction information. Items viewed, followed, requested, purchased, or sold; dedication and fulfillment instructions; order status; shipping events; communications about an order; certificate and authentication records; refunds and disputes. Sources: you; the other party to an order; shipping, payment, and fulfillment providers.

Payment and payout metadata. Transaction amount, status, processor transaction ID, payment method type, limited card details such as the last four digits when provided by the processor, and payout status. Fanographs does not receive or store full payment-card numbers or security codes. Source: the payment and payout provider.

Icon payout account details. If you are an Icon and you connect a bank account to be paid into, Fanographs stores the bank name, the routing number, the last four digits of the account number, and the account number itself held under encryption and read only when the account is sent to the payout provider. Where the payout provider requires it for its

own identity checks, the last four digits of a Social Security number are collected and passed to that provider; Fanographs does not store them. Sources: the Icon; the payout provider.

Icon identity-verification information. Legal name, date of birth, gender if required by the provider, phone number, address, government-issued identification, verification selfie, verification result, and fraud or risk indicators. Sources: the Icon; the identity-verification provider; an authorized representative.

Device, network, and usage information. Browser and device type, operating system, session and security events, timestamps, pages or features used, referring page, approximate location derived from IP address, and a hashed or otherwise transformed network address used for abuse prevention. Sources: your device; cookies and similar technologies; hosting, security, and analytics providers.

Communications and support information. Messages to Fanographs, support requests, survey responses, feedback, and records of notices and consent choices. Sources: you; customer-support and communications providers.

Push notification subscriptions. If you turn on notifications on a device, we keep the address your browser's push service gives that device, the encryption keys your browser provides so only that device can read a notification, which kinds of notifications it should receive, and the sign-in it was turned on with. Source: your browser.

Requests for people who are not yet on Fanographs. If a search returns no match, you may tell us who you were looking for. We collect the name you give, any public social-profile link, the category and country you select, what you would want from that person, and an email address only if you choose to leave one so we can update you on that request, including if they join. You do not need an account to ask, and you do not need to leave an address to be counted. We also count searches that return no match, as a total per search term with no profile or history kept about the person searching. Source: you.

Identity verification and sensitive information. Verification may include comparing an Icon's selfie with an identity document. Depending on the provider's technology and applicable law, this process may involve biometric or other sensitive data. Fanographs will provide any additional notice and obtain any consent required before that processing. Identity documents and verification data are not part of a public profile.

3. How we use personal information

We provide and operate the Services, including account creation, sign-in, listings, orders, payments, payouts, shipping, fulfillment, certificates, and customer support.

We verify Icons and protect the authenticity and integrity of the marketplace.

We detect, investigate, and prevent fraud, abuse, security incidents, prohibited conduct, and violations of our agreements.

We send operational communications, such as email verification, order updates, security alerts, password-reset messages, and changes that affect an account or transaction, and, on each device where you turn them on, push notifications carrying the same news as your notifications in Fanographs.

We send marketing communications where permitted by law, and manage opt-out preferences.

We analyze and improve performance, reliability, accessibility, and user experience; develop new features; and understand how the Services are used.

We promote Fanographs using public Icon content and likeness only as authorized by the Icon Agreement, applicable releases, and law.

We comply with law, tax and accounting obligations, lawful requests, dispute resolution, and enforcement of our agreements.

We do not use private account information, identity documents, or private order content to train general-purpose artificial-intelligence or machine-learning models without additional notice and any consent required by law. Automated systems may be used for fraud prevention, security, verification, and service functionality.

4. Cookies and similar technologies

Fanographs uses cookies, local storage, pixels, software development kits, and similar technologies where necessary for sign-in, security, fraud prevention, shopping and order functionality, and saved preferences. Fanographs may also use analytics technologies to understand use of the Services and improve performance.

Where required, nonessential technologies remain disabled until you make the applicable choice.

Browser Do Not Track signals are not governed by a uniform industry standard, so the Services do not respond to them. Fanographs will honor legally recognized opt-out preference signals, such as Global Privacy Control, when required and when they apply to the practices occurring on the Services.

5. How we disclose personal information

Order participants. A fan and an Icon may receive the information reasonably necessary to complete an order, such as the recipient name, delivery or return details, dedication instructions, and order communications. Order information may be used only to complete and support that transaction, not for independent marketing.

Business sellers. Some items on Fanographs are sold by a business, such as a club, brand or venue, rather than by an Icon. When you buy one, we share your full name, delivery address, email address and contact number from your account with that business so it can ship the item to you. The business may give its carrier the details the carrier needs to deliver the parcel and send you tracking updates. The business may use this information only to fulfill and support your order, not for its own marketing, and must protect it.

Service providers and contractors. These may include hosting, database, security, analytics, communications, customer-support, identity-verification, payment, payout, shipping, and professional-services providers. They receive information according to their function and contractual or legal restrictions. A push notification travels through the push service of the browser or device you turned it on in, such as Apple, Google, Microsoft or Mozilla; it is encrypted so that only your device can read it, and the service sees only the device it is addressed to and when it was sent.

Authorized representatives. If an Icon works through an agency, manager, collective, or other authorized representative, we may share account, listing, order, or payout information as authorized.

Legal and safety recipients. We may disclose information when reasonably necessary to comply with law or legal process; protect users, Fanographs, or others; investigate fraud or security incidents; or establish, exercise, or defend legal claims.

Business transfers. Information may be disclosed in connection with financing, due diligence, a merger, acquisition, reorganization, sale of assets, or similar transaction, subject to appropriate confidentiality protections.

At your direction. We may disclose information when you request or authorize us to do so.

Public profiles, listings, and completed-signing attribution are visible to anyone by design. Do not include private or sensitive information in public content.

Fanographs does not sell personal information for money. Fanographs also does not share personal information for cross-context behavioral advertising or process it for targeted advertising.

6. Data retention

We retain personal information only for as long as reasonably necessary for the purposes described in this policy, including to provide the Services, maintain authentication and transaction records, comply with legal, tax, accounting, and reporting obligations, resolve disputes, enforce agreements, and protect the Services.

Account and profile information is generally retained while the account is active. Deactivation pauses the account but does not begin deletion.

When you request account deletion, Fanographs provides a 30-day recovery period. After that period, information scheduled for deletion is deleted or de-identified, subject to legal, security, fraud-prevention, backup, and transaction-record exceptions.

Identity documents and verification selfies are deleted after verification and any review period are complete, unless retention is required by law, needed for fraud prevention, or subject to a legal hold. Verification results and audit records may be retained longer.

Transaction, tax, payment, payout, certificate, dispute, and fraud-prevention records may be retained for the period required by law or reasonably necessary to protect users and the integrity of authenticated items.

Public attribution associated with an authenticated or completed signing may remain visible after account deletion when necessary to preserve provenance and authenticity. Fanographs minimizes that record and honors applicable legal rights and exceptions.

If you asked us to bring someone onto Fanographs, we keep the request and any email address you left for as long as we are still considering that person, so we can update you on that request, including if they join. The record used to stop one search being counted twice in a day is deleted after 30 days.

A device's push notification subscription is kept until you turn notifications off on it, its push service tells us it is no longer valid, or your account is deleted; once you sign out of a device it receives nothing more, and its subscription is deleted after 30 days. A notification waiting to be sent is deleted once it is delivered, or after 24 hours.

Backup copies may remain for a limited period until overwritten through ordinary backup cycles.

7. Your choices and privacy rights

Depending on where you live and subject to applicable exceptions, you may have the right to access, obtain a portable copy of, correct, or delete personal information; confirm whether Fanographs processes your information; opt out of sale, sharing, targeted advertising, or certain profiling; limit or withdraw consent for certain sensitive-data processing; and appeal a decision on a privacy request.

You may update many account and profile fields in Account Settings, manage optional marketing messages through the unsubscribe link or account preferences, and request deactivation or deletion through Account Settings. Operational messages necessary to operate and secure an active account or complete a transaction are not marketing messages.

SMS alerts are sent only after the applicable opt-in. You may withdraw consent through the method stated in the message, by changing or removing the verified number, or by contacting Fanographs. Message and data rates may apply.

Push notifications are sent only to a device where you turned them on. You can turn them off, or choose which kinds that device receives, in Account Settings, and your browser or device settings can block them at any time.

To submit a privacy request, use Account Settings or email Fanographs support at support@fanographs.com. Fanographs may take reasonable steps to verify the request and may request information needed only for verification. You may use an authorized agent where permitted by law. We will not discriminate against you for exercising an applicable privacy right. If we deny a request, we will explain the basis and any available appeal process.

Fanographs may retain or withhold information where an exception applies, including to complete a transaction, maintain security and fraud-prevention records, comply with law, protect legal rights, preserve item authenticity, or avoid disclosing another person's information. We will describe the applicable limitation when responding.

8. Additional disclosures for California residents

This section supplements the rest of the policy for California residents. It applies only to the extent Fanographs is subject to the California Consumer Privacy Act (CCPA).

Identifiers. Name, email, username, phone, postal and IP-derived information, and push notification addresses, collected for account, order, security, delivery, notification, verification, and support purposes, and disclosed for business purposes to order participants, including a business that sells you an item, and to hosting, security, identity, payment, shipping, communications, push notification, and support providers.

Customer-record information. Contact details, date of birth, identification data, payment metadata, and an Icon's payout bank details, collected for verification, transactions, compliance, and support, and disclosed to identity, payment, payout, shipping, compliance, and professional-service providers.

Protected-classification characteristics. Age or date of birth and optional pronouns or gender where collected, used for identity verification and user-selected profile display, and disclosed to the identity-verification provider and to recipients of public profile information chosen by the user.

Commercial information. Purchases, sales, requests, listings, follows, certificates, refunds, and disputes, used to operate and improve the marketplace, and disclosed to order participants, including a business that sells you an item, and to payment, shipping, support, analytics, and professional-service providers.

Internet or electronic activity. Device, browser, session, security, usage, interaction, and referral data, used for functionality, analytics, security, and improvement, and disclosed to hosting, security, analytics, and communications providers.

Audio, electronic, or visual information. Profile photos, listing media, identity document images, verification selfies, and support attachments, used for profiles, listings, verification, and support, and disclosed to identity, hosting, content-storage, and support providers, and to the public when the user publishes content.

Inferences. Fraud, security, authenticity, or risk indicators derived from account and transaction activity, used for safety and verification, and disclosed to security and identity-verification providers.

Sensitive personal information. Account credentials, precise identity-document data, government identifiers, and any biometric information processed during identity verification, used for sign-in, security, compliance, and verification, and disclosed to identity-verification, security, and hosting providers under restricted purposes.

Fanographs has not sold personal information for money and has not sold or shared personal information for cross-context behavioral advertising during the preceding 12 months. Fanographs does not use or disclose sensitive personal information for purposes that require a right to limit under the CCPA.

Subject to legal requirements and exceptions, California residents may request access to categories and specific pieces of personal information; deletion; correction; information about collection, use, disclosure, sale, and sharing; and may exercise applicable rights to opt out or limit sensitive-personal-information use. California residents also have the right to non-discrimination. Authorized agents may submit requests as permitted by law. Submit a request using the methods in Section 7.

California's Shine the Light law may permit residents to request information about certain disclosures for third parties' direct-marketing purposes. Fanographs does not disclose personal information to third parties for their own direct marketing without permission.

9. Security

Fanographs uses administrative, technical, and physical safeguards designed to protect personal information. Current controls include password hashing, encryption at rest for sensitive verification data, restricted administrative access, logging of identity-document access, session review and revocation, and optional multi-factor authentication.

No security measure is perfect. If a security incident affects personal information, Fanographs will investigate and provide notices to individuals, regulators, or others as required by law.

10. Children and age restrictions

The Services are not directed to children under 13, and Fanographs does not knowingly collect personal information from a child under 13. Accounts are limited to individuals who are at least 18 years old or the age of legal majority where they live, whichever is greater. If Fanographs learns that it collected personal information from a child under 13 without legally valid parental consent, it will delete the information as required by law. Contact us if you believe a child has provided information to Fanographs.

11. Changes to this policy

We may update this policy as the Services, vendors, or law change. We will post the updated policy with a new effective date and provide additional notice when required or when a change is material. We will request consent before using personal information for a materially different purpose when required by law.

12. Contact us

Questions, complaints, and privacy requests are handled through Account Settings and by email to Fanographs support at support@fanographs.com, which is the fastest way to reach a person about your account or a request.

Written correspondence may be sent to Fanographs LLC, c/o United States Corporation Agents, Inc., 131 Continental Drive, Suite 305, Newark, Delaware 19713, United States. This is the company's registered office and the address for formal notice; it is not a support desk.