

WithMetis Group Law Enforcement Requests Guidelines

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These guidelines are provided to law enforcement agents or governmental officials who are looking to obtain information from WithMetis Group for the purpose of gathering evidence in connection with, or in aid of an ongoing criminal investigation. Please note that these guidelines may be amended from time to time without notice. These guidelines are not intended for private parties, whether engaged in private investigations or civil litigations.

Accessing the WithMetis Group Law Enforcement and Enquiries Request System (LERS)

In order to access LERS, the law enforcement agent or governmental official must first request access by downloading and filling the following [form](#).

A request for access must be send to lrs@withmetis.com is generally reviewed and approved within 15 business days, after which law enforcement agents may submit a request for information and upload the relevant supporting documents. Please note that requests which are not accompanied by copies of official supporting documents will not be processed.

Requirement for Court Orders and Warrants

WithMetis Group collects, uses and stores user records in accordance with the website's ecosystem User Agreement and Privacy Policy, as amended from time to time. This includes information collected from users for the purpose of opening a WithMetis Group account, providing services to the users, regulatory compliance (such as mandatory record keeping, Anti-Money Laundering (AML), Know-Your-Client (KYC) obligations). For full details, please visit <https://app.withmetis.com/legal/privacy>.

In order for WithMetis Group to provide information relating to our users in aid of an ongoing criminal investigation, we will require a valid court order from a competent jurisdiction or police orders/warrants. Please note that in certain cases, we may require more information to ensure that the release of information is lawful.

Preservation Order Requests

Following the receipt of a preservation order request relating to a criminal investigation, WithMetis Group will take steps to preserve records in connection for 90 days. Should the period for preservation needs to be extended, an additional request must be submitted through LERS.

About WithMetis Group

WithMetis Group refers to an ecosystem comprising WithMetis Group websites (whose domain names include but are not limited to <https://www.withmetis.com>), mobile applications, clients, applets and other applications that are developed to offer WithMetis Group Services, and includes independently-operated platforms, websites and clients within the ecosystem (e.g. APIs, Wealth Management Platforms, Fiat gateways, Liquidity provision, Custody, Escrow, etc). WithMetis Group is continuously growing and may offer even more services in the future.

Form of Request

Authorized law enforcement may send a request for information through LERS following a request of access has been approved. In order to expedite the process, law enforcement agents are reminded to clearly set out the legal basis for each request for information or assistance. A summary of the background of the facts, investigation and any information regarding the WithMetis Group users and transaction details will also help us expedite the request.

Notice of Requests

Unless specified in any Court Order or Police Warrant and on a valid legal basis, we may notify the relevant user of the request before disclosure of any personal data.