

Privacy Policy

When using our services, you're trusting us with your information. We understand this is a big responsibility and are committed to protecting your privacy. This Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can update, manage, export, and delete your information.

Data controller

In terms of data protection legislation including the EU General Data Protection Regulation ('GDPR'), the data controller of your personal data is CryptOracle sp z o.o., Huculska 6, Warsaw 00-730, Poland, contact[at]coinerro.com. ("CryptOracle", "We", "Us", "Our")

We are committed to protecting your personal information and your right to privacy. Our privacy policy is based on the General Data Protection Regulation (GDPR) of the European Union. When you visit our website <https://www.coinerro.com> ("Website"), and more generally, use any of our services ("Services", which include the Website), we appreciate that you are trusting us with your personal information. If there are any terms in this privacy policy that you do not agree with, please discontinue use of our Services immediately. This privacy notice applies to all information collected through our Services as well as any related services, sales, marketing or events.

Information we collect

We automatically collect certain information when you visit, use or navigate the Website. This information does not show your specific identity but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Website and other technical information. We use this information to maintain the security and operation of our Website, and for our internal analytic and reporting purposes. We also collect information through cookies and similar technologies.

The information we collect includes:

- **Log and Usage Data:** service-related, diagnostic, usage and performance information our servers automatically collect when you access or use our Website and which we record in log files. This log data may include your IP address, device information, browser type and settings and information about your activity in the Website, device event information.
- **Device Data:** it includes data like information about your computer, phone, tablet or other device you use to access the Website. Depending on the device used, this device data may include information such as your IP address / proxy server, device and application identification numbers, location, browser type, hardware

model Internet service provider and/or mobile carrier, operating system and system configuration information.

- Location Data: data including information about your device's location, which can be either precise or imprecise. How much information we collect depends on the device you use to access the Website and its settings. You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your location setting on your device.

Apart from this we collect and process your personal data only with your willing consent. With your permission, we can collect and process the following data: name and surname, e-mail address and other similar information. Collection and processing of your personal information is carried out in accordance with the laws of the European Union and Poland. The personal information that we collect depends on the context of your interactions with us and our Services, the choices you make and the products and features you use.

Purposes of data collection and processing

We process your personal information for business purposes listed below in reliance on our legitimate business interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations.

We use the information we collect or receive:

- To send administrative information to you. We may use your personal information to send you product, service and new feature information and/or information about changes to our terms, conditions, and policies.
- To protect our Services. We may use your information as part of our efforts to keep our Website safe and secure, including but not limited to fraud monitoring and prevention
- To enforce our terms, conditions and policies for business purposes, to comply with legal and regulatory requirements or in connection with our contract.
- To respond to legal requests, e.g. subpoenas, ensure legal compliance and prevent harm.
- To send you marketing and promotional communications. We and/or our third-party marketing partners may use personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt-out of our marketing emails at any time.
- Deliver targeted advertising to you. We may use your information to develop and display personalized content and advertising (and work with third parties who do so) tailored to your interests and/or location and to measure its effectiveness.
- For other business purposes. We may use your information for other business purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Website, products, marketing and your experience. We may use and store this information in aggregated and anonymized form so that it is not associated

with individual end users and does not include personal information. We will not use identifiable personal information without your consent.

Providing your personal data to others

We may process or share your data that we hold based on the following legal basis:

- **Consent:** if you have given us specific consent to use your personal information for a specific purpose, we may process it to fulfil this purpose.
- **Legitimate Interests:** we may process your data when it is reasonably necessary to achieve our legitimate business interests.
- **Performance of a Contract:** where we have entered into a contract with you, we may process your personal information to fulfill the terms of our contract.
- **Legal Obligations:** We may disclose your information in cases where we are legally required to do so to comply with applicable law, governmental requests, court order, or judicial proceedings, such as in response to a court order or a subpoena
- **Vital Interests:** We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety or vital interests of any person and illegal activities, or as evidence in litigation in which we are involved.

More specifically, we may need to process your data or share your personal information in the following situations:

- **Business Transfers.** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Vendors, Consultants and Other Third-Party Service Providers.** We may share your data with third-party vendors, service providers, contractors or agents who perform services for us or on our behalf and require access to such information to do that work. We may allow selected third parties to use tracking technology on the Website, which will enable them to collect data on our behalf about how you interact with our Website over time. This information may be used to, among others, analyze and track data, determine the popularity of certain content, pages or features, and better understand online activity. Unless described in this notice, we do not share, sell, rent or trade any of your information with third parties for their promotional purposes. Our data processors cannot do anything with your personal information unless we have instructed them to do it.
- **Business Partners.** We may share your information with our business partners to offer you certain products, services or promotions.

We use Google Analytics. Google Analytics gathers information about the use of our Website by means of cookies. The information gathered is used to create reports about the use of our Website. You can find out more about Google's use of information by visiting <https://www.google.com/policies/privacy/partners/> and you can review Google's privacy policy at <https://policies.google.com/privacy>.

We use Hotjar in order to better understand our users' needs and to optimize this service and experience. Hotjar is a technology service that helps us better understand our users' experience (e.g. how much time they spend on which pages, which links they choose to click, what users do and don't like, etc.) and this enables us to build and maintain our service with user feedback. Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices. This includes a device's IP address (processed during your session and stored in a de-identified form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), and the preferred language used to display our Website. Hotjar stores this information on our behalf in a pseudonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

For further details, please see the 'about Hotjar' section of Hotjar's support site: <https://help.hotjar.com/hc/en-us/categories/115001323967-About-Hotjar>

Cookie processing

We use cookie files for the correct display of our Website's content and for the convenience of browsing it. They are small files that are stored on your device. They help our Website to remember information about you, such as in which language you use our Website and which pages have you already opened. This information will be useful in the next visit. Thanks to cookie files, our Website's browsing becomes much more convenient. You can set up reception, blocking and deletion of cookies in your browser settings. Inability to receive cookie files may limit the functionality of our Website.

Data storage, alteration, and removal

You have the right to the right to access, rectify, transfer, delete your data which is processed by us and to restrict or object to its processing. To do this you can contact us at [contact\[at\]coinerro.com](mailto:contact[at]coinerro.com). We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law. No purpose in this notice will require us to keep your personal information for longer than 5 years.

If you are a resident of the European Economic Area and you believe we are unlawfully processing your personal information, you have the right to complain to your local data protection supervisory authority. Their contact details can be found here: http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.

Keeping your data secure

We have implemented generally accepted technical and organizational security standards designed to protect the security of any personal information we process. However in spite of this no electronic transmission over the Internet or information

storage technology is 100% secure, thus we cannot promise or guarantee that cybercriminals or other unauthorized third parties will not be able to improperly access your information. Furthermore transmission of personal information to and from our Website is at your own risk. You should only access our Website within a secure environment.

Data collection from minors

Children under 18 years of age are not eligible to use our Services and we do not knowingly solicit data from or market to them. By using our Services you represent that you are at least 18. If we learn that personal information from users less than 18 years of age has been collected, we will take reasonable measures to promptly delete such data from our records.

Amendments

We may update this policy from time to time by publishing a new version on our Website. You should check this page occasionally to ensure you are happy with any changes to this policy.

International transfers of your personal data

We may transfer your data outside the European Economic Area (“EEA”), where our affiliates or service providers maintain facilities. We will only do so if adequate protection measures are in place in compliance with data protection legislation. By registering an account you consent to any such transfer of personal data outside the EEA.

Contact us

If you have questions or feedback regarding this policy, you may email us at [contact\[at\]coinerro.com](mailto:contact[at]coinerro.com) or by post to:

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