

# Privacy Policy

## Introduction

Welcome to PROPSTAKE.AI ("the Company" or "PROPSTAKE.AI"). Your privacy is of paramount importance to us, and we are committed to protecting your personal data with the utmost care and transparency. This Data Privacy Policy provides a clear explanation of how we collect, use, and disclose your personal information when you engage with our services. By using our services, you acknowledge and agree to the practices outlined in this policy.

To ensure our commitment to your privacy remains robust and relevant, we periodically review and update this policy to reflect changes in our practices or regulatory requirements. Updates to the policy will be published on our website, and we will notify you via email to keep you informed of any significant changes.

Your trust is central to our operations, and this policy reflects PROPSTAKE.AI's dedication to safeguarding your privacy while delivering high-quality services.

## SECTION 1:

### Types of Data We Collect

To comply with legal, regulatory, and operational requirements, PROPSTAKE.AI collects specific data from both individual and institutional clients. This data is gathered to facilitate our services, ensure compliance with applicable laws, and maintain the integrity of our operations.

PROPSTAKE.AI collects the following personal data from individual clients:

- Full legal name.
- Identification document details, including type and number.
- Gender, date of birth, and place of birth.
- Nationality and residential address.
- Country or state of residence.
- Financial information, including net wealth and sources of wealth or income.
- Purpose of account opening and intended use of services.
- Contact details, including phone number and email address.
- Bank account information and blockchain wallet address.
- Any additional information or documentation requested by our compliance team to meet regulatory obligations.

For institutional clients, the following data is collected:

- Legal entity name and registered business name.
- Incorporation or registration details, including jurisdiction and date of establishment.
- Contact person information for communication purposes.

- Details of related parties and authorised representatives.
- Asset and financial information relevant to the entity's operations.
- Any additional information or documentation required by our compliance team for verification and due diligence purposes.

Personal data refers to any information that can identify an individual directly or indirectly. This includes, but is not limited to, identifiers such as names, addresses, and identification numbers. It does not include data that has been anonymised or aggregated to the extent that the individual's identity can no longer be determined.

PROPSTAKE.AI is committed to ensuring that all collected data is handled responsibly, securely, and in compliance with applicable privacy and data protection regulations.

## SECTION 2:

### **Data Protection Practices**

PROPSTAKE.AI collects a variety of personal data to provide services, meet legal and regulatory obligations, and enhance user experiences. The following sections outline the specific types of data collected based on the nature of your interactions with us:

#### **Data Collected During Wallet Creation**

When you request to create a wallet with PROPSTAKE.AI, we collect personal data such as your username and public key to facilitate the wallet creation process and ensure secure access.

#### **Data Collected During Communication**

If you communicate with PROPSTAKE.AI to request information about our services, register for newsletters, or seek customer or technical support, we collect personal data such as your email address to respond effectively to your inquiries.

#### **Data Collected from Surveys**

When you participate in surveys, we collect the information you provide to better understand your preferences and improve our services. This data is used exclusively for the purposes stated in the survey.

#### **Data from Interactive Features**

Personal data shared through our interactive features—such as messaging tools, chat features, commenting functionalities, forums, blogs, or social media pages—may be collected. Any information shared using public features is considered “public” and is not subject to the same privacy protections as private data.

#### **Data Collected from Sweepstakes or Contests**

For sweepstakes and contests, we collect personal data you provide during participation. In certain jurisdictions, we may be legally required to publicly disclose information about contest winners.

#### **Data from Third-Party Services and Sources**

We may obtain personal data from third-party services, such as app stores, social networking sites, or login services. Data collected from these sources will align with your privacy settings on the third-party platform.

### **Data from Referrals and Sharing Features**

Our referral services allow you to provide contact details of individuals with whom you have a personal relationship. These tools are designed to enable sharing of content or invitations securely. Ensure that you share contact information responsibly and with consent.

### **Data Collected for Virtual Asset (VA) Services**

To comply with legal and regulatory requirements, we collect the following data when providing VA services:

- Identity Data: Full legal name, username, title, date and place of birth, nationality, government-issued ID (e.g., passport, ID card), and live facial image for verification.
- Contact Data: Residential address, proof of address, email address, telephone numbers, and country of residence.
- Background Data: Employment status, business type, political background, connections to politically exposed persons (PEPs), risk and compliance assessments, and personal referrals.
- Financial Data: Source of funds, source of wealth, bank account information, payment card details, and virtual currency accounts.
- Transaction Data: Details of payments, subscriptions, and other financial activities.
- Technical Data: IP address, login data, browser type and version, time zone setting, device data, and platform information.
- Profile Data: Username, password, transaction history, preferences, feedback, and communications with PROPSTAKE.AI.
- Usage Data: Details about how you use our services.
- Marketing and Communications Data: Preferences for receiving marketing materials and your communication settings.

### **Sensitive Personal Data**

In cases involving identity verification, we may collect your live facial image, which may constitute Sensitive Personal Data. This includes data revealing racial or ethnic origin, political opinions, religious beliefs, or biometric information. Such data is collected only with explicit consent or as required by law and is used solely for the specified purpose.

### **Failure to Provide Data**

If PROPSTAKE.AI is required to collect certain personal data by law or under the terms of a contract and you fail to provide it, we may be unable to deliver the agreed services. In such instances, we will inform you of the implications and any necessary cancellations at the time of the request.

SECTION 3:

## **How We Use Your Data**

### **Purpose of Data Usage**

PROPSTAKE.AI is committed to using personal data responsibly and transparently to deliver secure, compliant, and high-quality services. The personal data collected is utilised across various critical functions to ensure smooth operations, regulatory compliance, and enhanced user experiences.

Below is a detailed explanation of how your data is used:

### **Legal Compliance**

PROPSTAKE.AI operates within the framework of stringent legal and regulatory requirements, including Know Your Customer, Anti-Money Laundering, and Counter-Terrorism Financing laws. To meet these obligations, we collect and process personal data to perform thorough due diligence checks and verify user identities. This includes assessing the legitimacy of transactions, identifying high-risk activities, and ensuring adherence to local and international regulations. By monitoring transactions and maintaining a secure environment, PROPSTAKE.AI prevents fraudulent activities, mitigates financial crimes, and safeguards the interests of all stakeholders. Legal compliance is not only a regulatory requirement but a cornerstone of the trust and security we offer to our clients.

### **Service Provision**

Personal data is integral to the delivery and continuous improvement of our services. PROPSTAKE.AI uses this data to create and manage user accounts, ensuring that each client has access to the features and tools they require. By analysing user feedback and interaction patterns, we identify opportunities to refine our offerings, address technical issues, and enhance overall functionality. Customer support also benefits from this data, as it enables us to provide timely and accurate resolutions to inquiries. Whether it is ensuring account functionality or tailoring services to client needs, data usage is fundamental to our commitment to operational excellence.

### **Communication**

Effective communication is central to maintaining strong relationships with our clients. PROPSTAKE.AI uses personal data to interact with users regarding account activity, inquiries, and updates to our services. This includes sending critical notifications, such as security alerts, service announcements, and confirmations of completed transactions. By keeping clients informed about important developments, we foster a sense of trust and reliability. Additionally, our customer support team leverages this data to provide personalised assistance, ensuring that each interaction is relevant and productive. Communication is a key element of the user experience, and our use of personal data ensures it is both efficient and meaningful.

### **Security**

PROPSTAKE.AI prioritises the security of its services and the protection of user data. Personal data is used to monitor service usage and identify any unusual or suspicious activity. This proactive approach enables us to detect and mitigate potential security threats, ensuring a safe environment for all clients. Advanced security measures, such as two-factor authentication (2FA), encryption protocols, and real-time monitoring, are in place to protect personal data

from unauthorised access. By leveraging user data for these purposes, we not only enhance security but also demonstrate our commitment to maintaining the integrity of our systems.

### **Performance Monitoring**

PROPSTAKE.AI continually seeks to improve its services and user experience. Through the analysis of data related to service performance and user interactions, we gain valuable insights into usage trends and client preferences. This data-driven approach allows us to identify areas for improvement, optimise platform functionality, and deliver updates that address user needs. Surveys and feedback collection further inform our understanding of client expectations, enabling us to prioritise enhancements that add tangible value. Performance monitoring is not just about maintaining standards—it is about exceeding them to provide a superior experience.

### **Marketing**

To keep clients informed about our latest offerings, PROPSTAKE.AI may use personal data to deliver targeted marketing communications. These communications include newsletters, promotional offers, and updates about new products or features. Our marketing efforts are designed to ensure that clients are aware of opportunities to benefit from our evolving services. For clients who prefer not to receive such communications, we provide an easy opt-out process to respect their preferences. Marketing is approached with care and transparency, aiming to add value rather than inconvenience.

By leveraging personal data for these purposes, PROPSTAKE.AI ensures compliance with applicable regulations, delivers secure and reliable services, and continuously improves the experience for its clients. This comprehensive approach reflects our dedication to responsible data usage and client satisfaction.

## **SECTION 4:**

### **Sharing Your Data**

PROPSTAKE.AI is committed to safeguarding your personal data and ensures it is shared only in limited circumstances where necessary and permissible. We do not sell or disclose your data to third parties for unauthorised purposes. Below are the specific scenarios under which your data may be shared:

#### **With Your Consent**

PROPSTAKE.AI will share your personal data with third parties only when you provide explicit consent. This typically occurs when you agree to share your information for specific purposes, such as marketing activities or promotional offers. In such cases, your preferences will be fully respected, and you can withdraw consent at any time by updating your communication preferences or contacting us directly.

#### **Legal Obligations**

We may disclose your personal data to comply with applicable laws, regulations, and legal processes. This includes responding to requests from government authorities, regulatory bodies, or law enforcement agencies as required by law. Such disclosures are strictly limited to the information necessary to fulfil these obligations, ensuring that your data is protected to the fullest extent possible within the bounds of the law.

#### **Protecting Rights**

PROPSTAKE.AI may share personal data to safeguard the rights, property, and safety of the Company, its clients, and its partners. This includes situations where data is necessary to investigate, prevent, or address fraudulent activities, security breaches, or legal disputes. For example, data may be shared with legal counsel or forensic experts to resolve such matters effectively and uphold the integrity of our services.

### **Service Providers**

To deliver and maintain our services, PROPSTAKE.AI engages affiliated entities and third-party service providers. These entities may process personal data for specific operational purposes, such as payment processing, identity verification, IT support, or system maintenance. We require all service providers to adhere to strict data protection standards, ensuring that your data is used solely for the purposes outlined in their agreements with PROPSTAKE.AI. Additionally, robust contractual safeguards are in place to prevent misuse or unauthorised access to your information.

By adhering to these principles, PROPSTAKE.AI ensures that your personal data is shared responsibly and only when necessary to fulfil legal, operational, or client-authorised purposes. Our commitment to transparency and accountability ensures that your data remains secure throughout any sharing process.

## **SECTION 5:**

### **Data Storage, Transfers and Retention**

PROPESTAKE is committed to ensuring the protection and secure management of your personal data during transfers, storage, and retention. The following sections outline how your data is handled responsibly, in compliance with applicable laws and regulations, and with robust safeguards in place.

#### **Data Transfers**

Your personal data may be transferred to and stored in countries outside your jurisdiction. These transfers are conducted to facilitate the delivery of services and operational needs. By providing your personal data, you consent to such transfers, which are carried out with stringent safeguards to ensure its security. Measures implemented to protect your data during international transfers include:

**Data Encryption:** All personal data is encrypted during transfer and storage, ensuring confidentiality and security.

**Contractual Safeguards:** PROPESTAKE has binding contractual agreements with all service providers and partners, requiring them to adhere to the same data protection standards that govern our operations.

**Regulatory Compliance:** We comply with international data protection regulations and frameworks, ensuring your data is handled in line with global standards. These measures ensure that your personal data is protected regardless of its location.

#### **Data Storage and Security**

PROPESTAKE implements comprehensive security measures to safeguard personal data against unauthorised access, alteration, disclosure, or destruction. Our data management

practices align with the requirements of Personal Data Protection Bill 2023 (Pakistan) and other relevant regulations. Key security measures include:

**Encryption:** All personal data is encrypted both during transmission and at rest, ensuring that it remains confidential and secure.

**Access Control:** Personal data access is restricted based on a need-to-know basis. Only authorised personnel with specific responsibilities are granted access to sensitive information.

**Regular Audits:** Security audits and vulnerability assessments are conducted periodically to identify potential risks and implement necessary mitigations.

**Incident Response:** PROPESTAKE has a dedicated incident response team to address data breaches and security incidents swiftly. This team is responsible for containing the issue, mitigating risks, and notifying affected parties in accordance with regulatory requirements.

## **Data Retention**

PROPESTAKE retains personal data only for as long as necessary to fulfil legal and regulatory obligations, resolve disputes, and enforce agreements. Once the data is no longer required, it is securely deleted. When complete deletion is not feasible due to technical constraints, the following measures are applied:

**Anonymisation:** Personal data is converted into an anonymised format, ensuring it cannot be linked back to an individual.

**Access Restrictions:** Strict controls are implemented to prevent unauthorised access or processing of retained data.

In the event of a data incident affecting personal information, PROPESTAKE will notify the relevant Pakistani data protection authority (once established under PDPA 2023) within 24 hours of notifying any data regulator or affected data subject. A summary and, where applicable, a copy of the incident report will be submitted to Pakistani data protection authority, unless prohibited by law. This approach ensures transparency and compliance with regulatory expectations while maintaining the highest standards of data protection.

PRYSECTION 6:

## **Other Useful Information**

### **Marketing Communications**

PROPESTAKE may occasionally send you information about our services, new features, or promotional offerings designed to enhance your experience with us. These communications are intended to keep you informed about updates that may be of interest or benefit to you.

If you prefer not to receive marketing communications, you can opt out at any time by contacting us at [Propestake.ai](https://Propestake.ai). Your preferences will be updated promptly, and we will ensure that you no longer receive marketing-related messages.

However, certain service-related communications are essential to the operation and provision of our services. These may include updates to our policies, notifications regarding account activity, and other operational messages. As these communications are critical to maintaining the quality and security of our services, opting out of them is not permitted.

PROPESTAKE respects your communication preferences and is committed to providing a balance between keeping you informed and ensuring your data is used responsibly.

## **Cookies**

PROPESTAKE uses cookies to enhance your experience and ensure the smooth functioning of our website. Cookies are small text files stored on your device that help us recognise you, remember your preferences, and optimise our services to meet your needs.

By using cookies, we can improve the efficiency of your interactions with our website, such as streamlining login processes, personalising your experience, and analysing website usage to identify areas for improvement. These insights allow us to deliver a more tailored and seamless user experience.

You can manage your cookie preferences at any time through your browser settings. This includes options to disable cookies entirely or to control how cookies are used. However, please note that disabling cookies may limit certain functionalities of our website, potentially affecting your user experience.

PROPESTAKE is committed to transparency in its use of cookies and ensures that they are only deployed for legitimate purposes to improve your interactions with our services.

## **Third-Party Links**

PROPESTAKE's website may include links to external sites that are not operated or controlled by us. These third-party websites are subject to their own privacy practices, and PROPESTAKE cannot guarantee the security or privacy of any personal data you provide to them. We strongly encourage you to review the privacy policies of these external sites before sharing any personal information. Your interaction with third-party sites is at your discretion and responsibility.

## **Data Controller**

PROPESTAKE acts as the data controller responsible for the processing and safeguarding of your personal data. Should you have any inquiries, concerns, or requests regarding your data, you can reach our Data Protection Officer (DPO) at [Propestake.ai](mailto:Propestake.ai). We are committed to addressing your concerns promptly and ensuring that your data is managed in accordance with applicable privacy regulations.

## **Children's Privacy**

PROPESTAKE's services are intended exclusively for individuals aged 18 and above. We do not knowingly collect personal data from children. If you become aware that a minor has provided us with personal data, please contact us immediately at [Propestake.ai](mailto:Propestake.ai). Upon notification, we will take swift action to delete the data and prevent further collection. Ensuring the privacy and safety of all users, including children, remains a priority.

## **Contact Information**

If you have any questions, concerns, or feedback regarding this Data Privacy Policy, please feel free to contact us at [Propestake.ai](mailto:Propestake.ai). Should you feel that your concerns have not been adequately addressed, you have the right to escalate the matter by reaching out to the relevant data protection authority. PROPESTAKE is dedicated to maintaining open communication and ensuring that your privacy concerns are resolved satisfactorily.



## **Policy Updates**

This Data Privacy Policy is reviewed on a regular basis to remain aligned with evolving legal requirements, technological advancements, and industry best practices. Any changes to the policy will be reflected in the updated version, which will always be available on our website. Clients will be notified of significant updates to ensure continued transparency and compliance. By keeping this policy current, PROPESTAKE demonstrates its commitment to protecting your personal data and ensuring its practices meet the highest standards.