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Cryptex24 Privacy Notice

Version: 1.0.2
Last revised: 19.08.2020

This notice describes how Cryptex24 collects and processes users' data through <https://www.cryptex24.io/> website, including all services and functions of the platform ("Cryptex24"). The terms "we", "us", "our" refer to **C24 WORLD LTD**, a legal person registered under the laws of Seychelles.

We are committed to safeguarding privacy of our users. We are not going to misuse your data.

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Information We Collect from You

Account Information

To register the user account and verify your identity, we ask you to provide the following information: **email address**, **login** (will be your user name), **phone number** (for restoring



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account access), **full name** (to verify your identity and fraud prevention), **date of birth** (to verify that you are of acceptable age), and you will have to create the **password**.

We use/store your email address:

- (a) to verify your identity when you log in to your account;
- (b) to contact you regarding your account or work and updates of Cryptex24 (support emails); and
- (c) to comply with our legal obligations. For more info, please refer to our [AML/KYC Policy](#).

After you register an account, you will be able to sign in with your **Google account**. We will receive your google account name, language of interface, and profile photo.

We store passwords secured against unauthorized access by using a password hashing function. We encourage you to create a strong password and avoid sharing with other persons for the safety of your account and funds. We also encourage you to use **2-factor authentication** – a connection to Google authenticator application, which generates a confirmation code that is generated on a smartphone and must be provided each time the user wants to log in.

You can add links to your social networks' pages (such as Facebook, Twitter, Telegram, and Steemit) to your profile information.

If you want to participate in our referral program, you can share a **unique referral link** with your friends, which we will process to give you a reward for references.

C24 and Wallet Information

To deposit on or withdraw your funds from Cryptex24, we will collect **relevant wallet information** from you depending on the type of currency you would like to deposit or withdraw. If you want to deposit fiat currency, you will have you use services of one of our third-party processors. We will receive your **payment ID** from such a processor.

We store your wallet information in an encrypted form and do not use this information for any purpose except to provide you with the exchange services and to comply with our legal obligations.

To enable you to exchange the assets with other Cryptex24 users freely and without commissions, you can create a unique **C24 code**. By creating a C24 code you can select the recipient, select the amount you would like to send, and this code will be reserved only for such a recipient. Only you and the person to whom this code is assigned can activate it. If another user of the exchange market receives this code, he/she will not be able to activate it.

Cryptex24 Usage Data

We collect information about your experience – your **history of transactions**, buy and sell **orders**, **the amount of your assets**, **device and browser information**, **login data**,



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IP-address, geolocation data, date, time, and duration of use of Cryptex24, and links, by which you were addressed to Cryptex24.

We also collect the information about the language of interface you chose on Cryptex24 to keep the interface in that language when you log in next time.

We store your information about your history of transactions, buy and sell orders, and the amount of your assets to:

- (a) enable you to manage it on our platform and see your history/traction;
- (b) comply with financial law requirements.

We use other usage data to:

- (a) give you the control over account active session (give information about logged-in devices, history of orders, etc.) and prevent fraudulent activities; and
- (b) conduct our marketing research.

Also, Cryptex24 usage data is collected an anonymized and aggregated way to improve Cryptex24 usability and for marketing purposes. Learn more about it in the section “Analytics” of this notice.

Your Communications with Us and other Users

If you need a technical support, have a privacy request or any other inquiry, you can contact us and leave your message by proceeding to our technical support in Telegram (https://t.me/joinchat/Bz6oOFVb_kmYmRzgS7F8tw) and Discord (<https://discord.com/invite/5BhEE9H>). In this case, we will receive some portion of information from you. We will use this information to provide you with a help you might need, fix our services, and analyse Cryptex24 efficiency.

You will also be able to communicate with other Cryptex24 users in our respective Telegram and Discord chats/channels.

Social Networks

We have Cryptex24 official pages in social networks, such as Facebook, where you can **make interactions with our social network pages, such as subscribe to the pages, leave comments or preferences (e.g., ‘like’ our posts)**. We can analyse these data for measuring our efficiency and conduct an analysis of our social media marketing.

Cookies

A **cookie** is a small text file that is downloaded onto your ‘terminal equipment’ (e.g. a computer or smartphone) when you access Cryptex24. It allows Cryptex24 to recognize your device and store some information about your preferences or past actions.

For more information on our use of cookies, please refer to our [Cookie Policy](#).

KYC/AML



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To comply with the laws on the prevention of money laundering and terrorist financing, we are required to collect, keep, and analyse the documents that identify you, contact details, history of transactions, verification data, including from third-party sources (e.g., consumer reporting agencies, public databases, commercial registries, and sanction lists), and other types of information prescribed by law.

We will ensure the confidentiality of collected information and will not use the data from your KYC/AML profile for any other purposes.

For more information on the KYC/AML procedure and types of information collected for this purpose, please refer to our [KYC/AML Policy](#).

Legal Basis for Processing

Provision of Our Services

We process your account information, wallet information, usage data, and certain types of cookies **to provide you with Cryptex24 exchange services**. Without this information, we will be unable to provide you with the exchange and other features of Cryptex24.

Legitimate Interests

For the marketing purposes, we process your statistics of activity on our Cryptex24, your Cryptex24 usage data. These data help us to understand our target groups and conduct marketing research.

We can also send you occasional emails with Cryptex24 updates or new products/services, and other emails for the information purpose.

Account information, 'noFirstVisit' cookie, and usage data is processed for the purposes of identity fraud prevention.

You can opt-out email subscription by clicking the appropriate button in our emails to you.

Legal Compliance

As discussed afore, we are required to store certain types of information for compliance with laws (e.g. AML/KYC obligations). We will make sure that this information will be treated strictly in accordance with relevant laws, and we will not use this information for other purposes (except as provided in this notice).

Acceptable Age

We do not intend to collect nor process the children's (under 18 years old) personal data. Only individuals, who are already 18 years old, may use our Cryptex24 and provide information to us.



If we become aware that someone under the age of 18 has provided or attempted to provide us his/her personal information and registered an account, we will use our best efforts to remove the information permanently from our files and delete this account.

Third-party Access to Your Information

KYC and Email Notifications

We are using third-party services to:

- (a) conduct **KYC procedure**;
- (b) send our **notifications by email**.

Such third parties may only use information about you to perform services on our behalf. They are not allowed to use it for their own purposes, and we take all reasonable and required measures to ensure their compliance with data protection requirements.

Analytics

To analyse our efficiency and conduct marketing research, we use the services of analytics providers. When using the analytics services, we can share anonymized and aggregate details of Cryptex24 use, including, but not limited to traffic data, location data, length visit, other communication data.

This information does not allow to identify any certain person, so considered non-personally identifiable information.

Non-Personally Identifiable Information is collected and processed, among other services, by Google Analytics in an anonymized and aggregated way to improve Cryptex24 usability and for marketing purposes.

Google Analytics is a web analytics service that tracks and reports traffic on Cryptex24. Google Analytics uses the data collected to track and monitor the use of our Cryptex24. This data may also be shared with other Google services.

For more information on the privacy practices of Google, you can check its Policies at www.google.com/analytics/policies/.

Other Disclosures

In addition to the disclosures for the purposes identified before, we may disclose information about you:

(a) **if we are required to do so by law, in connection with any legal proceedings or to establish, exercise or defend our legal rights**. For example, we may be obliged to save and store the history of transactions made through Cryptex24 to comply with our legal obligations under the financial laws. If we are asked by the authorized financial regulatory body, we will have to share the data with it; and

(b) in case we sell, license or otherwise assign our Company, corporate rights, Cryptex24 or its separate parts or features to third parties.



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Except as provided in this privacy notice, we will not sell, share or rent your information to third parties.

Retaining Your Information

We will store your information for as long as you use Cryptex24 and keep your account open. We will not store your information if you delete your account or you do not use the account for more than 3 years.

Please note, that in order to comply with our legal obligations, we will have to store the KYC/AML information for 5 years after termination of relationship with you (e.g., after closure of the account or inactivity for more than 2 years).

Your Rights

To control our data protection activities, you may exercise certain rights regarding your information processed by us. In particular, you have the right to:

- **Object to the processing of your information.** If we process your information in our legitimate interests, e.g., for direct marketing emails or for our marketing research purposes, you can object against it. We will consider your request and, if there are no legal grounds to refuse it (e.g., public interest), stop the processing for such purposes;
- **Access your information.** You have the right to:
 - (a) learn if we process your information;
 - (b) obtain disclosure regarding certain aspects of the processing; and
 - (c) obtain a copy of the information undergoing processing.
- **Verify your information and seek rectification.** If you find that we process inaccurate (e.g., mistakes in nationality, date of birth) or out-of-date (e.g., info on debts, economic activities) information, you can verify the accuracy of your information and/or ask for it to be updated or corrected;
- **Restrict the processing of your information.** When you contest the accuracy of your information, believe we process it unlawfully or want to object against the processing, you have the right to temporarily stop the processing of your information to check if the processing was consistent.
In this case, we will not process the information for any purpose other than storing it or for the legal compliance purposes until the circumstances of restriction cease to exist;
- **Ask us to delete/destroy/otherwise remove the information** about you. If we are not obliged to keep the data for legal purposes, we will remove your information upon your request.
Please note, that the deletion of your information may affect your experience on our Cryptex24 or lead to close of relationships between you and us if the information was strictly necessary for the provision of Cryptex24 services; and
- **Ask us to transfer your information to another organization.**

You can complete the request to exercise your right by contacting us at support@cryptex24.io.



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If you believe that our use of personal information violates your rights, you can lodge a complaint with your National Data Protection Authority.

Security of Information

Your personal information is being stored and processed on the servers of the cloud provider inside the European Union. These servers have technical measures to store the data securely and protected against unauthorized access.

To keep the processing, we may transfer the information outside the European Economic Area, e.g., for the purposes of technical maintenance. In this case, we will ensure that the necessary safeguards to process the information in accordance with the EU regime are in place, such Standard Data Protection Clauses adopted by the European Commission.

We take necessary and sufficient measures, including hashing and encryption of certain information, to protect your information from unauthorized or accidental access, destruction, modification, blocking, copying, distribution, as well as from other illegal actions of third parties.

Immediate access to some amount of the data is only allowed to our authorized employees involved in maintaining Cryptex24. Such employees keep strict confidentiality and prevent unauthorized third-party access to personal information.

Changes to Notice

We may update this privacy notice from time-to-time by posting a new version on our platform. We advise you to check this page occasionally to ensure you are happy with any changes. However, we will endeavour to provide you with an announcement about any significant changes.

Third-party Services

Our Cryptex24 may contain links to third-party services. Although we choose our partners thoroughly and diligently, we cannot be responsible for the content, terms and conditions or privacy policies of third-party services.

We encourage you to be aware when you leave our Cryptex24 and to read the privacy statements of the services that collect personal information.

Third-party websites may contain their own cookies. We are not responsible for their usage of cookies.