

CLIENT DATA PRIVACY AND SECURITY POLICY

In delivering our services, **Tradaxio**. ("Company," "we," "our," or "us") gathers and processes personal information through our website, mobile applications, and related digital platforms (*collectively referred to as the "Site"*). This policy outlines our approach to collecting, managing, and securing personal data in accordance with relevant global data protection regulations.

When creating an account with us, clients provide key personal data such as their name, contact details, and other identifiers. We may also collect more detailed information—such as financial profile, nationality, and official ID documents—to fulfill legal obligations and assess the suitability of our services.

To comply with regulatory requirements, clients may be asked to submit verification documents including proof of identity and residence. This enables us to meet Know Your Customer (KYC) and Anti-Money Laundering (AML) standards while ensuring platform security.

We maintain strict security protocols to protect personal information against unauthorized access, data breaches, or malicious attacks. These include both technical systems and organizational procedures designed in line with international best practices.

Access to your account is further protected through two-factor authentication (2FA), which requires a secondary time-sensitive verification code sent to your registered device or email during login.

We use industry-standard encryption protocols like Secure Socket Layer (SSL) to safeguard the transmission of personal data between your device and our systems, preventing unauthorized interception.

We perform regular security reviews and system monitoring to detect and respond to suspicious activity. Our infrastructure is continuously assessed for vulnerabilities to ensure a secure environment for all users.

If you are unable to access your account, our recovery process requires verification steps to confirm your identity. This ensures that only the rightful owner can regain access, protecting your account from unauthorized use.

During your interaction with our Site, technical data such as IP address, browser type, and usage behavior is automatically collected to enhance performance and deliver a personalized experience.

We also utilize cookies and similar tracking technologies that enable us to understand how you interact with the Site. This helps us improve functionality, remember preferences, and serve relevant content.

The personal data we collect allows us to manage your account, comply with applicable regulations, improve the quality and functionality of our platforms, detect fraudulent behavior, and assist in resolving disputes when necessary.

Clients are responsible for ensuring that all personal data provided to the Company is accurate, current, and complete. Inaccurate or outdated information may affect the quality of service provided and may hinder compliance with regulatory obligations. Clients must promptly notify the Company of any changes to their personal details.

We may disclose personal data to our affiliated entities, service providers, or contractors who perform services on our behalf. These third parties are contractually bound to protect your data and to use it only for the purposes for which it was disclosed. The Company ensures that such disclosures are made in compliance with applicable data protection laws.

If you request access to data concerning another client, you must submit a written explanation with legal justification. We reserve the right to reject requests that do not comply with applicable laws.

The Site may contain links to external websites or services not operated by the Company. These third parties are governed by their own privacy practices, and we assume no responsibility for their actions.

Personal data is retained only for as long as it is needed to meet legal, regulatory, and operational purposes. Once no longer necessary, such data will be securely deleted in accordance with internal protocols.

We may update this policy to reflect changes in the law or operational practices. Any revisions will be published on the Site, and continued use after publication constitutes acceptance of the changes.

By using our services, you consent to the transfer of your data across international jurisdictions where privacy protections may differ, provided that legally compliant safeguards are in place.

You may request the deletion of your personal data by contacting us directly. Requests are subject to legal and regulatory data retention obligations, and certain information may still be retained.

By using the Site, you agree to indemnify and hold harmless the Company, its affiliates, officers, and employees against any claims, liabilities, or expenses arising from your breach of this policy, misuse of the Site, or violation of applicable laws. This indemnity applies to both direct and indirect consequences of such actions.

We may send you promotional content or service-related updates. You can opt out of such communications at any time by following the unsubscribe link or contacting our support team.

Any decision by the Company not to enforce a provision of this policy does not constitute a waiver of that provision. Formal waivers must be documented and signed by an authorized representative.

By agreeing to this policy, you consent to receive updates, service notices, and promotional communications from the Company. You may withdraw your consent or opt out at any time by clicking the unsubscribe link in our emails or by contacting our support team.

Our services are not intended for users under the age of 18. If we discover that we have collected data from a minor, we will promptly delete it in compliance with applicable regulations.

If you have any questions or concerns regarding this policy or the handling of your data, please contact our Customer Service Team via the contact form available on our official website.