

## PRIVACY STATEMENT

DCX24 B.V. takes you privacy seriously and only uses personal data which is absolutely needed for our service offering. In this privacy statement we explain which personal data we process, why we need this data and what we do in order to protect it to a maximum extend. This privacy statement contains important information. We therefore recommend you to read this carefully. In the event you have any question relating to this topic, feel free to reach out to us via [privacy@dcxtrading.com](mailto:privacy@dcxtrading.com)

Please note that this privacy statement can be amended from time to time for instance because of new regulations. The most actual version of the privacy statement can be found on our website.

### a) WHAT PERSONAL DATA IS USED

DCX24 B.V. claims to be as transparent as possible. For that reason we clarify

- 1) When we request you to provide personal information
- 2) What kind of personal information we require
- 3) Why we want you to provide the personal information
- 4) How long we keep this personal information in house.

This privacy statement is applicable to every person who is making use of our service offerings.

Personal data which is used by DCX24 B.V. relates to:

- Name
- Address
- Emailaddress
- Telephone number

### b) WHY PERSONAL DATA IS USED

This personal data is used by DCX24 B.V. because:

- 1) DCX24 B.V. needs the data in order to be compliant with regulations
- 2) DCX needs the data in order to be able to function properly

### c) WHEN PERSONAL INFORMATION IS USED

#### 1. REGISTRATION

*What kind of personal information we require*

In order to start making use of our services, we ask you to register. To create an account we request to submit your name, address, email address and telephone number.

*Why we want you to provide the personal information*

We use the information provided during registration in order to identify you as a customer, link our service offering to you and be able to provide you with an invoice for our service offerings.

*How long we keep this personal information in house.*

DCX24 B.V. stores data no longer than needed. That means as long as you are making use of our service offerings as a customer. After termination of your account, DCX24 B.V. is obliged to store your data for 7 years.

## **2. TRADING SERVICES**

### *What kind of personal information we require*

Once you are registered and made a selection in our service offerings, one of our bot will start trading for you. In order to trade, we request account details (balance, deposits, withdrawals), API details and trading details (funding rates, positions, active orders). As these account details are connected to you as a customer, we consider this personal data.

### *Why we want you to provide the personal information*

Our invoice is completely based on the performance and for that reason we use this information to determine the performance of your bot.

### *How long we keep this personal information in house.*

DCX24 B.V. stores data no longer than needed. That means as long as you are making use of our service offerings as a customer. After termination of your account, DCX24 B.V. is obliged to store your data for 7 years.

## **3. CONTACT WITH US**

### *What kind of personal information we require*

You can contact us for any reason. Maybe you have a question, concern of complaint. We will collect your contact details in such circumstance. As these contact details are connected to you as a customer, we consider this personal data.

### *Why we want you to provide the personal information*

We use this information to provide you with an answer or to deal with your concern of complaint.

### *How long we keep this personal information in house.*

DCX24 B.V. stores data no longer than needed. This means that the data will be stored for a period of maximum 12 months.

## **4. VISIT WEBSITE**

### *What kind of personal information we require*

You are able to visit our website / dashboard. While doing this, DCX24 B.V collects information about your browser and IP address for instance.

### *Why we want you to provide the personal information*

We use this information to solve technical issues and improve user experience.

### *How long we keep this personal information in house.*

DCX24 B.V. stores data no longer than needed but as long as legally required.

## **d) WHICH THIRD PARTIES WILL HAVE ACCESS TO DATA**

DCX24 B.V. will only provide personal information to third parties in case of 1) a lawsuit, 2) a request from an authorized authority, 3) in the event this is mandatory to do so (according to GDPR regulations), 4) when it is needed to provide you with our services, 5) the need to protect our service offering.

**e) PROTECT YOU PERSONAL DATA**

DCX24 B.V. is committed to secure your personal data. In order to prevent unauthorized access or disclosure, DCX24 B.V. takes appropriate technical and organizational measure to protect your personal data against loss or any form of abuse. Trading information between your account and us, only happens thru secured communication channels via encrypted messages.

DCX24 B.V. stores data no longer than needed.

**f) WHAT ARE YOUR RIGHTS?**

Under the GDPR you have the following rights with regard to processing your personal data:

- Right to be informed
- Right of access
- Right of rectification
- Right to be forgotten
- Right to portability
- Right to restrict processing
- Right to object

In the event you do not feel comfortable with our protection measures, or when you suspect abuse of our personal data, please let us know via [privacy@dcxtrading.com](mailto:privacy@dcxtrading.com) . As a customer you are able to review and modify your personal data in your secure customer portal (dashboard).

**g) AMENDMENTS**

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