

PRIVACY STATEMENT

1. Purpose

This Privacy Notice explains how FreedomTradeHouse collects, uses, stores, discloses, and protects your personal information in accordance with applicable data protection laws including, where relevant, the General Data Protection Regulation (GDPR). This document aims to inform users of www.freedomtradehouse.com of their rights and our obligations regarding the handling of personal data. It applies to users of our services, website visitors, customers, suppliers, partners, and others who interact with our platform. By accessing our services, you agree to the terms of this Privacy Notice and consent to the practices described herein. This Privacy Notice may be updated periodically, and any changes will be communicated through our website or other direct means.

2. The Data We Collect About You

We collect and process personal information necessary to provide our services, comply with legal obligations, and enhance user experience. This may include:

- Identity Data: Full name, date of birth, gender, ID/passport details.
- Contact Data: Email address, phone number, postal and residential addresses.
- Financial Data: Bank account details, payment history, wallet addresses, tax identification numbers.
- Transaction Data: Records of payments made and received, service usage.
- Technical Data: IP address, login data, browser type, time zone settings, geolocation, device information.
- Profile Data: Username, preferences, interests, survey responses.
- Usage Data: How you use our website, services, features, and content.
- Marketing and Communications Data: Preferences for receiving marketing messages and communication history.
- Audio/Visual Data: Photos, videos, or audio recordings taken during events or sessions.

Sensitive personal data will only be collected with your explicit consent and used only when strictly necessary.

3. How We Collect Your Data

Your data may be collected through several means:

- Direct Interactions: When you fill in forms, register for services, communicate with us via email or chat.
- Automated Technologies: As you interact with our website, we may automatically collect technical data via cookies and similar technologies.
- Third Parties or Publicly Available Sources: Including analytics providers, advertising networks, payment processors,

KYC/AML compliance services, and public databases. We ensure that third-party sources comply with legal requirements when providing data about you.

4. How We Use Your Personal Data

We only use your personal data when permitted by law and for specific legitimate purposes, including:

- To provide and manage access to our services and platform.
- To verify identity, conduct KYC/AML checks, and manage risk.
- To fulfill contractual obligations (e.g., processing payments, customer support).
- To personalize and improve your user experience.
- To send transactional communications (confirmations, invoices, updates).
- To comply with legal obligations, tax regulations, and fraud prevention.
- To protect our rights, systems, and services from misuse or abuse.
- To conduct surveys and gather feedback for quality improvement.
- With your consent, to send promotional offers and newsletters.

5. Cookies

We use cookies and similar tracking technologies to enhance user experience and analyze website traffic. Cookies allow us to:

- Remember user preferences and settings.
- Track website usage and performance.
- Deliver targeted advertisements.
- Improve security and prevent fraudulent activity.

You can control cookie settings through your browser. For full details, please refer to our Cookie Policy.

6. Change of Purpose

We will only use your personal data for the purposes for which we collected it. If we need to use your data for a new, unrelated purpose, we will notify you and explain the legal basis. We may process your data without your knowledge or consent only where required or permitted by law.

7. Data Sharing

We may share your personal data with trusted third parties for specific purposes:

- Service providers (e.g., hosting, IT, payment processing).
- Regulatory bodies and legal authorities.
- Business partners and affiliates.
- Compliance and verification providers (KYC/AML services).
- Event sponsors or co-hosts (with your consent).
- Parties involved in mergers, acquisitions, or restructuring.

We require all third parties to respect the confidentiality and security of your personal data and use it only for authorized purposes.

8. International Transfers

Some of our service providers or partners may be located outside your country of residence. When we transfer your personal data internationally, we ensure appropriate safeguards such as Standard Contractual Clauses or equivalent protections are in place to comply with applicable data protection laws.

9. Data Security

We implement robust technical and organizational measures to safeguard your personal data from unauthorized access, loss, or disclosure. These include:

- Encryption and secure storage.
- Access controls and authentication protocols.
- Employee training on data protection.
- Regular monitoring and testing of systems.

In the event of a data breach, we will notify you and relevant authorities where legally required.

10. Data Retention

We retain personal data only as long as necessary for the purposes outlined in this Notice, or as required by legal, tax, or regulatory obligations. Retention periods depend on the nature of the data and processing purpose. We may retain anonymized data indefinitely for statistical or research purposes. **In addition, if you request account deletion, our system is designed to permanently delete your personal data from our records, except where retention is required by law (e.g., for tax, regulatory, or anti-fraud obligations).** Once deletion is complete, your data will no longer be recoverable.

11. Your Legal Rights

Under applicable laws, you may have the following rights:

- Right to Access: Request a copy of the personal data we hold about you.
- Right to Rectification: Correct inaccurate or incomplete data.
- Right to Erasure: Request deletion of your data in certain circumstances.
- Right to Restrict Processing: Limit how we use your data.
- Right to Object: Object to processing based on legitimate interests or for direct marketing.
- Right to Data Portability: Receive your data in a structured, machine-readable format.
- Right to Withdraw Consent: Withdraw any previously given consent at any time.
- Right to Lodge a Complaint: Contact your local data protection authority. We may require verification of your identity before fulfilling requests to protect your data privacy.

12. Contact Us

If you have any questions, concerns, or wish to exercise your rights under this Privacy Notice, please contact us at:

Freedom Trade House

Email: support@freedomtradehouse.com

Website: www.freedomtradehouse.com

We will respond promptly and aim to resolve any issues in accordance with applicable laws.