

Coinplusgroup s.r.o. Privacy Policy

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, etc.)
- Identity- and Transaction data

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Leave contact details

Our Company may also receive your data indirectly from the following sources:

- Google

How will we use your data?

Our Company collects your data so that we can:

- Process your order, manage your account.
- Email you with special offers on other products and services we think you might like.
- Make sure we comply with any legal requirements

We don't share your data unless strictly necessary.

- E.g. authority requests

When Our Company processes your order, it may send your data to, and also use the resulting information from, third parties for fraud checks and/or compliancy checks.

How do we store your data?

Our Company securely stores your data at international cloud providers online.

Our Company will keep your personal for seven years. Once this time period has expired, we will delete your data, unless you still use our services, then we store it for as long as you use your account plus seven years.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.

- Currently no partner companies are allowed to send you any offers.

If you have agreed to receive email marketing, you may always opt out at a later date via the unsubscribe option.

You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please click here: <https://cointopay.com/newsletter>

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that we correct any information you believe is inaccurate. You also have the right to request our Company to complete information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

NOTE: YOU MAY DELETE YOUR ACCOUNT FROM THE ACCOUNT SECTION, HOWEVER IF YOU HAVE TRANSACTED WE WILL STORE YOUR INFORMATION FOR SEVEN YEARS.

The right to restrict processing - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: data@cointopay.com

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including keeping you signed in

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, our website feature of maintaining a login session will not work.

Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 31st of August 2023.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: data@cointopay.com

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: compliance@cointopay.com