

PRIVACY POLICY

DEXOPAY USER PRIVACY POLICY

Last updated: 13.06.2022

In compliance with the **General Data Protection Regulation (GDPR)** (EU) 2016/679.

OCTOPUSPAYS LIMITED (“us”, “we”, or “our”), operates <https://www.dexopay.com> and <https://portal.dexopay.com> (the “Site”). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of our Site. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

Please read carefully below our Privacy Policy to understand what type of data and information we collect from your visit to our Site, how we use that data, the circumstances under which we share your data with third-party services, and your rights regarding the Personal Information you provide us.

INFORMATION COLLECTION AND USE

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you.

INFORMATION WE COLLECT FROM YOU

We collect any information that you provide to us such as, but not limited to, filling out different forms on our website (when you fill out the registration form to create a Dexopay account, complete the Know-Your-Customer (KYC) procedure or participate in any other activities that require filling out Personal Information), information disclosed by correspondence with our Customer Service via email, social media direct messaging services or phone, data collected while making deposits or withdrawals from your Dexopay account.

This information includes but is not limited to:

Your personal data such as your legal names, email address, photo, physical address, date of birth, state and country of residency, password, social security number or government ID number and photograph of government-issued identification information (including driver’s license and/or passport information);

Financial data such as external digital currency (cryptocurrency) wallet public addresses (these include Bitcoin, Ethereum and other cryptocurrency wallet public addresses) and transaction details to or from Dexopay internal user wallets;

Any feedback you provide to us about our Services;

INFORMATION WE COLLECT AUTOMATICALLY FOR EACH VISIT TO OUR WEBSITE

LOG DATA

Like many site operators, we collect information that your browser sends whenever you visit our Site (“Log Data”). This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, device information, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics and Google Adwords that collect, monitor and analyze this type of information in order to improve the quality of your experience on our Site.

TRANSACTION DATA

We collect and store data of financial cryptocurrency transactions related to your use of our Services, including information about your Dexopay cryptocurrency wallet balances, deposits, withdrawals and entrusted external digital currency public wallet addresses.

COOKIES

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer’s hard drive. Like many sites, we use “cookies” to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

You can adjust in your browser’s Settings your preferences regarding allowing, storing, deleting or blocking cookies from sites you visit.

PIXEL TAGS

Pixel tags are small blocks of code that may be placed on our Site or email correspondence (including but not limited to company update newsletters, offer emails or other company marketing emails) that are often used to read and place cookies. Pixel tags allow to track website usage, including to determine when emails have been opened and acted upon (e.g. clicks, engagement, unsubscription rate among other data).

WE COLLECT THIS INFORMATION FOR:

Improving our Site in order to better serve you;

Providing the services you request, process transactions and related information such as transaction confirmations, receipts and request for authorizations;

Providing Customer Service and administer our Site, system and internal operations, including system bugs, troubleshooting, analysis of data, testing of features, for statistical purposes and to keep the Site and portal safe and secure;

Sending you technical reports, notices, security alerts and administrative messages;

Communicating about service offers, product promotions, rewards, events, news and other information that is related to our company and would be of interest to you;

Creating more personalized promotional offers and advertising campaigns through Google Adwords, Facebook Ads, Instagram Ads, LinkedIn Ads, Twitter Ads, Mailchimp or other similar services as well as social media channels used by us.

To conduct relevant Know-Your-Customer (KYC) procedure, Anti-Money Laundering (AML) and Combating of Financing of Terrorism (CFT) checks;

DISCLOSURE OF YOUR PERSONAL INFORMATION

By agreeing to this Privacy Policy, you give us your consent to share your Personal Information with:

Third-party service providers that execute services on our behalf, such as but not limited to identity verification services (to comply with KYC, AML and CFT checks), fraud protection services, website analytics and search engine optimization services, advertisement placement and email marketing services;

Between and among OCTOPUSPAYS LIMITED current and future parent, affiliate and subsidiary companies under common control and ownership;

Law enforcement, government officials or other third parties to comply with requests issued by law, subpoena or court order;

Other third parties given you have granted a consent.

CREATION AND USE OF AN ACCOUNT

In order to use our services you are required to set up a personal account on the Site and provide Personal Information. You can review, edit and delete your Personal Information inside your account or by contacting our Customer Service. In case you delete your account, we may keep your Personal Information in our database for the purpose of complying with the AML and CFT checks as required by law. However, we may not continue to use your provided Personal Information for any other purpose beside the AML, CFT requirements as described in this Privacy Policy.

SECURITY

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

LINKS TO OTHER SITES

Our Site may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

CHANGES TO THIS PRIVACY POLICY

This Privacy Policy is effective as of June 13th, 2022 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

CONTACT US

If you have any questions about this Privacy Policy, please contact us via our Contact email icon located on the bottom section of our homepage or email directly to support@dexopay.com.