



ChargeStream Privacy Policy

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1 Introduction

ChargeStream is committed to protecting and respecting your privacy at all times.

This policy, together with the Terms and Conditions, explains how the company may process any information that it collects from you, or that you provide to the Company. It covers information that could identify you (“Personal Information”) and information that could not. In the context of the law and this policy, “process” means to collect, store, transfer, use or otherwise act on information.

Please read this policy carefully to understand the views and practices of the Company regarding your Personal Information and how the Company will treat it.

This policy complies with the requirements of the EU General Data Protection Regulation (GDPR)

The law requires the Company to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org.

By disclosing your personal information to the Company, including, but not limited to, by using the ChargeStream website and or applications, contacting the Company by email, and speaking to the Company over the telephone, you consent to the collection, storage, and processing of your personal information as stated in this Privacy Policy.

You indicate your understanding and acceptance of terms of this Privacy Policy by continued use of the ChargeStream services, including the website and applications.

2 What Personal Information do we Collect?

We may collect, store, and use the following kinds of Personal Information. All data collected will be stored for a minimum of five years:

2.1 Registration



If you register as a user of the Platform, you will be asked to complete an application which will require you to provide your personal details, including, but not limited to, your name, address, email address, telephone number, bank account details, bitcoin wallet details, trading experience, income bracket, a proof of identity, and a proof of address;

2.2 Contact

When you contact us, by email, telephone, or through any contract form provided by Us, We may ask you to provide some or all the information set out in the paragraph above. We keep personally identifiable information associated with your message, such as your name and email address, to be able to track our communications with you to provide a high quality service;

2.3 Use of Services

We may collect, store, and use information about your computer, mobile device or other item of hardware through which you access the Platform and your visits to and use of the Platform (including, without limitation, your IP address, geographical location, browser/platform type and version, Internet Service Provider, operating system, referral source/exit pages, length of visit, page views, Platform navigation, and search terms that you use);

2.4 Data Sharing

The Company may share your data with associated companies or parties for the purposes of fraud prevention or to aid provision of its services.

2.5 Transactions

We collect data regarding your deposits, withdrawals and trades performed using our services along with any provided bank details and credit card details.

For more information on the Company's use of Cookies, please see our Cookies Notice.

The Company may, from time to time, ask you to complete surveys and give feedback We use for research purposes, although you do not have to respond.

3 How do we use personal information?

The Company may use your Personal Information for the following purposes:

- To manage and administer the Platform;
- To improve your browsing experience by personalising the Platform;
- To enable you to use the Platform;
- To send you newsletters and other relevant and targeted promotional communications;
- To deal with enquiries, complaints, and feedback from you and our service providers;
- To provide third parties with statistical anonymised information about our users;
- To publish generic transactional information;
- To perform compliance checks;
- To prevent fraud;
- To send you emails offering you to take part in surveys and/or to give feedback; and



- To analyse and improve the services offered on the Platform.

We may use outsourced services in countries outside the European Union from time to time. Accordingly, your data may be processed outside the European Union.

4 When might we disclose personal information?

Except to the extent required by any applicable law or governmental, regulatory, or judicial body, the Company will not disclose your Personal Information to any third party other than to a service provider to whom we are required to disclose personal information in order for them to provide their services to the Company.

Eden Charge may use third parties to perform anti-money laundering checks and other necessary and appropriate checks in order to provide services to you. As a part of this process the Company may disclose documentation containing personal information about you, including, without limitation, your proof of identity, address, and date of birth.

5 Newsletters and other promotional communications

If you wish to subscribe to any newsletter published by the Company or wish to receive other targeted and relevant promotional communications from the Company or carefully selected affiliates or partners, the Company may offer you the option to 'opt-in' to this service. If you change your mind and wish to stop receiving any such communications, please click the 'unsubscribe' link in any email from the Company.

6 How we protect your personal information

We take the security of your personal data very seriously. We make all reasonable endeavours to ensure that appropriate security measures are in place to protect your personal data. As part of this, we use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

You need to understand that transmission of information via the internet may not be completely secure and we therefore are unable to guarantee the security of your data transmitted through the Company's website or through mobile communications. Any transmission is at your own risk. Information about you that is received by the Company is subject to strict procedures and security features designed to prevent unauthorised access.

More information on the strict security regime of the Company can be found in the ChargeStream Cyber Security Policy

7 Your rights

7.1 Right to Object

You have the right to ask the Company not to process your Personal Data for marketing purposes. The Company will always tell you before collecting your data if the Company wishes to use it for such purposes.



You may exercise your right to prevent such processing by indicating your preferences on the forms are presented to you for the purposes of collecting information about you. You may also exercise this right at any time by contacting the Company.

7.2 Rectification and Request

By law, you are entitled to ask us what Personal Information the Company is storing about you have the right to have this corrected if it is inaccurate. You may also request that the Company provides you with a copy of the Personal Information the Company is storing, and if used unlawfully, prevent the continued use of the information by the Company.

After receiving the request, the Company will notify you when it expects to provide you with the information, and in the unlikely event that there may be associated fees for its provision.

If the Personal Information the Company holds about you is inaccurate or incomplete, you are entitled to apply to have it rectified.

7.3 Access

If you wish to confirm whether the Company may be processing Personal Information about you, then please contact us in order that the Company may provide you with a copy of any applicable Personal Information. Please note, if you require additional copies, We may charge a reasonable administration fee.

7.4 Erasure

If you wish the Company to remove or delete your personal information, please contact us. All requests are subject to any retention limits required by law. In the event that your Personal Information has been shared with third parties, the Company will take reasonable steps to inform them of the erasure request. You may also ask for information about with whom the Company has shared your information so that you may contact them directly. In this case the Company will provide an extensive list where possible and lawful.

If you request to close your ChargeStream Account, the Company will retain your information on its databases for a period as required by applicable law in order to deter fraud and money laundering. Your information will not be used for any purposes, other than fraud and money laundering prevention, supporting potential litigation and complying with law enforcement requests.

To exercise your rights, you may contact our Data Protection Officer by email at compliance@ChargeStream.com. The Company will respond to all requests promptly, and will in any event respond within one calendar month of receiving your request.

8 How you can complain

If you have any issues regarding the services of the Company, please refer to our Complaints Notice.

If, however, you are in any way dissatisfied about how the Company processes your personal information, you have a right to lodge a complaint with the office of the Director General of the Data



Protection Inspectorate. This can be done here. The Inspectorate can act as an ombudsman and law enforcement agency to protect and enforce your rights.

Through the offices of the Data Protection Inspectorate, you may also apply to view, change or rectify data that is held about you. A sample application form for this purpose is available here

9 Retention period for personal information

The Company stores your personal information for a minimum period of six years in order to provide you with the services of the Company and to comply with applicable law, as well as to support any potential legal claims.

10 Review of this privacy policy

This Policy will be reviewed from time to time and may be changed without notice. Any information held will be governed by the most current Privacy Policy of the Company which at all times will be available on the Company website or within its associated applications.

11 Contact

Questions, comments, and requests regarding this Privacy Policy are welcomed and should be directed to compliance@chargestream.com