



Data Privacy and Protection Policy

Introduction

ToolB, a registered crypto exchange company under number 3609 LLC 2024, located at Euro House, Richmond Hill Road, P. O. Box 2897, Kingstown, St. Vincent & the Grenadines, is committed to safeguarding your personal data. This policy outlines the methods and purposes for collecting, processing and sharing your personal data when you interact with our services, regardless of the device used.

Data Collection

Provided Information

- We collect data directly from you or those acting on your behalf when you: Apply for our products and services, register on our website, or use our applications.
- Communicate with us via email, letters, or telephone, including recorded calls.
- Subscribe to our newsletters or other communications.
- Participate in surveys.

Additionally, we gather data about individuals associated with our clients, such as company directors or shareholders.

Automatically Collected Data

We collect data on your interactions with our services through:

- Website usage analytics gathered via cookies and similar technologies.
- Queries made through our registration system or social media channels.
- Payment and transaction specifics.

We may also obtain data from third-party sources, including publicly accessible platforms and our partners.

Additional Data Collection

In scenarios not explicitly covered in this policy, we will notify you if additional data collection occurs.



Data Processing Purposes and Legal Grounds

Purposes and Legal Bases

We process your personal data for various purposes:

- Providing digital currency to fiat exchange services and digital wallet services.
- Handling inquiries, offering service-related information, conducting marketing activities, and protecting our legal interests.

Legal bases include fulfilling contractual obligations, adhering to legislative mandates, legitimate interests, and explicit consent.

Marketing Communications

You can opt out of direct marketing communications at any time by contacting us at support@toolb.io or using the opt-out link in our newsletters.

Recording Conversations

If you prefer not to have your conversations recorded, contact us via email at support@toolb.io.

Retention of Personal Information

We retain your personal data only as long as necessary for the original purpose, unless legally required to retain it longer. Retention periods include:

- Payment data: 5 years post-transaction.
- Cryptocurrency transaction data: 5 years after you cease being a client.
- Marketing data: 3 years from the last website visit.
- Conversation records: Up to 3 years.
- Correspondence: 5 years post-client relationship termination.

Sharing Personal Information

We may share your data with:

- Service providers essential for our operations.
- Banks for transaction facilitation.
- Public authorities, regulatory bodies, and courts when legally required.

This enables us to deliver our products and services, manage business operations, and comply with applicable laws.



International Data Transfers

When transferring personal data internationally, we ensure its protection through:

- Using standard contractual clauses approved by the European Commission.
- Implementing binding corporate rules for intra-company data transfers.
- Partnering with entities in countries recognized for adequate data protection standards.

Data Security

We have implemented appropriate physical and technical measures to protect the information we collect. However, no website, internet transmission, computer system, or wireless connection is completely secure.

Your Rights

You have various rights regarding your personal data, including:

- Right to be Informed: Transparent information before processing your data.
- Right to Access: Confirmation of data processing, access to your data, and information about processing methods.
- Right to Rectification: Correction of inaccurate or incomplete data.
- Right to Erasure: Deletion of data under specific circumstances.
- Right to Restriction of Processing: Temporary suspension of processing under certain conditions.
- Right to Object: Opposition to processing based on public interest or legitimate interests.
- Right to Data Portability: Transfer of your data to another service provider in a structured, commonly used format.

In certain situations, your rights may be restricted due to legal obligations related to crime prevention, investigations, or the protection of rights and freedoms.

Policy Updates

We may update this policy periodically. The latest version will be effective immediately upon release. For significant changes, we may notify you through prominent notices or direct communication. Regularly reviewing this policy is recommended to stay informed about our data protection practices.



Contact Information

If you have any concerns about discrepancies in this policy, encounter security issues on our website, or have questions about your data, please contact us at support@toolb.io.