

PRIVACY POLICY

Last Updated: July 22, 2026

1. General Provisions

1.1

This Privacy Policy ("Policy") describes how the website and related digital services (collectively, the "Service") collect, store, process, and protect information relating to users ("Users") obtained through their use of the Service.

1.2

By using the Service, the User fully and unconditionally agrees to this Privacy Policy and the processing of personal information as described herein.

1.3

If the User does not agree with any provision of this Policy, they must immediately discontinue use of the Service.

1.4

This Policy applies to all information provided by the User to the Service Administration ("Administration") while using the website and its functionality.

2. Categories of Data Collected

The Administration collects only the information necessary to provide services, maintain security, and fulfill its contractual obligations.

2.1 Information Provided by the User

- Email address.
- Username (login or nickname).
- Contents of support requests, contact forms, and attached files.
- Additional information voluntarily provided in the User's profile settings.

2.2 Information Collected Automatically

- IP address and technical information about the device and browser (User-Agent).
- Cookies and similar session identifiers required for authentication.
- Activity logs, including timestamps of actions performed within the Service.

2.3 Financial and Transaction Information

- History of account balance deposits and withdrawals, transaction identifiers, and transaction statuses.
 - Payment processing is performed by independent payment providers. The Administration does **not** collect, process, or store complete payment card details.
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3. Purposes of Data Processing

The Administration processes collected information solely for the following purposes:

- Creating user accounts, identifying Users, and providing access to Service functionality.
 - Performing contractual obligations and delivering requested digital products and services.
 - Providing technical support, responding to inquiries, and assisting Users.
 - Maintaining information security, preventing fraud, spam, DDoS attacks, and unauthorized access.
 - Maintaining accurate records of internal financial transactions and accounting.
 - Complying with applicable legal and regulatory requirements.
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4. Legal Basis for Processing

Personal data is processed on one or more of the following legal grounds:

- The User's explicit consent provided through registration, completion of web forms, or continued use of the Service.
 - The necessity to perform obligations arising from the User Agreement or other contractual arrangements.
 - The Administration's legitimate interests in maintaining the secure and reliable operation of the Service infrastructure.
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5. Data Retention

5.1

Personal data is retained only for as long as necessary to fulfill the purposes for which it was collected or until the User withdraws consent, unless a longer retention period is required by applicable law.

5.2

Support correspondence and ticket history may be retained for quality assurance and dispute resolution purposes.

5.3

Technical system logs are retained only for the period necessary to perform security analysis, auditing, and troubleshooting.

6. Disclosure to Third Parties

6.1

Personal information is never sold, rented, or otherwise disclosed to third parties except in the following circumstances:

- The User has provided explicit consent.
 - Disclosure is necessary for payment processors or third-party integrations to provide requested services.
 - Disclosure is required by applicable law or pursuant to a valid request from competent governmental authorities.
 - Disclosure is necessary to protect the rights, property, or security of the Administration or third parties.
 - Ownership of the Service is transferred to another legal entity, provided that the new owner continues to comply with this Privacy Policy.
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7. Cookies and Similar Technologies

7.1

The Service uses cookies to:

- Maintain authenticated user sessions;
- Store user preferences;
- Improve security and functionality.

7.2

Users may disable or restrict cookies through their browser settings. However, doing so may result in partial or complete loss of certain Service functionality.

8. Information Security

8.1

The Administration implements appropriate organizational and technical measures to protect personal data against unauthorized or accidental access, destruction, alteration, copying, or disclosure.

8.2

Authentication credentials, including passwords, are stored exclusively as secure cryptographic hashes.

8.3

All communication between Users and the Service is protected using encrypted HTTPS/TLS protocols.

9. User Rights

Users have the right to:

- Request information regarding the processing of their personal data;
 - Request correction of inaccurate information;
 - Request deletion of their account and associated personal data;
 - Withdraw consent to personal data processing by submitting an official request to the Administration.
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10. Changes to This Policy

10.1

The Administration reserves the right to amend this Privacy Policy at any time.

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Any updated version becomes effective immediately upon publication on the Service website.

11. Contact Information

For any questions regarding this Privacy Policy or requests related to accessing, correcting, or deleting personal data, please contact:

Email: contact@skydexs.com