



Privacy Policy

Crypto Facilities Ltd

Effective Date: 14 May 2025

1. Definitions and interpretation

1.1. In this privacy policy, unless the context requires a different interpretation:

- 1.1.1. the singular includes the plural and vice versa;
- 1.1.2. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
- 1.1.3. a reference to a person includes firms, companies, government entities, trusts and partnerships;
- 1.1.4. "including" is understood to mean "including without limitation";
- 1.1.5. reference to any statutory provision includes any modification or amendment of it;
- 1.1.6. the headings and sub-headings do not form part of this privacy policy.

1.2. In this privacy policy, the following definitions are used:

DATA	collectively all information that you submit to Crypto Facilities Ltd via the Website, by phone, e-mail, or any other way. This definition incorporates, where applicable, the definition of Personal Data provided in the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR), as applicable;
COOKIES	a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies);
CRYPTO FACILITIES LTD, OR US	Crypto Facilities Ltd, a company incorporated in England with registered number 9172128 and registered address at 25 Copthall Avenue, London EC2R 7BP, United Kingdom;
UK AND EU COOKIE LAW	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011;

USER OR YOU	any third party that accesses the Website and is not either (i) employed by Crypto Facilities Ltd and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Crypto Facilities Ltd and accessing the Website in connection with the provision of such services; and
WEBSITE	the website that you are currently using, www.cryptofacilities.com , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. Scope of this privacy policy

- 2.1. This privacy policy applies only to the actions of Crypto Facilities Ltd and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites.

3. Data collected

- 3.1. We may collect the following Data from you or your company:
- 3.1.1. Data you provide us with by filling in forms on the Website or files you might upload to the Website. This information includes, but is not limited to, your name, address, telephone number, date of birth, identification documents, proof of address documents, the name of your company, your company's address, your company's registration number, a list of the directors and shareholders of your company, personal information about the directors and shareholders of your company, including their names, addresses, telephone numbers, dates of birth, identification documents and proof of address documents, or any other information related to you or your company that you provide us with;
 - 3.1.2. Data you provide us with through your correspondence with us by phone, e-mail, mail or otherwise;
 - 3.1.3. Data you provide us with when reporting a problem with the Website;
 - 3.1.4. Data you provide us with by using the services on the Website, in particular by conducting cryptocurrency deposits and withdrawals and by trading derivatives and other assets;

- 3.1.5. IP address (automatically collected);
 - 3.1.6. Web browser type and version (automatically collected);
 - 3.1.7. Operating system (automatically collected);
 - 3.1.8. A list of URLs starting with a referring site, your activity on this Website, and the site you exit to (automatically collected);
 - 3.1.9. Any other Data and information you provide us with by whatever means of communication;
 - 3.1.10. Any information or Data we receive from third party databases,
- in each case, in accordance with this privacy policy.

4. Our use of Data

- 4.1. For purposes of the UK GDPR and EU GDPR, Crypto Facilities Ltd acts as the 'data controller' of your personal data.
- 4.2. Unless we are obliged or permitted by law to do so, and subject to any third party disclosures specifically set out in this policy, your Data will not be disclosed to third parties. In particular, we will never sell any of your Data or license it to third parties. This does not include our affiliates and/or other companies within our group, or service providers. Further, this clause does not apply to any order data, price, volume and other information regarding transactions you have executed on the platform.
- 4.3. All Data is stored securely in accordance with the principles of the UK GDPR and EU GDPR. For more details on security see the clause below (Security).
- 4.4. Any or all Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
 - 4.4.1. Opening, verification and ongoing management of your account;
 - 4.4.2. Informing you of changes to our services and products;
 - 4.4.3. Improvement of our services and products;

- 4.4.4. Compliance with know-your-customer regulation, anti-money laundering regulation, or any other regulation applicable to Crypto Facilities Ltd. This means that we may submit your personal and/or company information, including identification documentation and proof of address documentation to third party service providers to verify your identity;
 - 4.4.5. Processing of payments, whether in cryptocurrency or legal tender. This means that we may submit your personal and/or company information, including identification documentation and proof of address documentation to third party service providers to provider banking and/or payment services if you request to use such services;
 - 4.4.6. Provision of customer services,
- in each case, in accordance with this privacy policy.

5. Third party websites and services

- 5.1. Crypto Facilities Ltd may, from time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the Website. The providers of such services have access to certain Data provided by Users of this Website.
- 5.2. Any Data used by such parties is used only to the extent required by them to perform the services that we request. Any use for other purposes is strictly prohibited. Furthermore, any Data that is processed by third parties will be processed within the terms of this privacy policy and in accordance with UK GDPR and EU GDPR.
- 5.3. Services performed by other parties include:
 - 5.3.1. verifying your identity;
 - 5.3.2. processing of payments;

6. Links to other websites

- 6.1. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

7. Changes of business ownership and control

- 7.1. Crypto Facilities Ltd may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Crypto Facilities Ltd. Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
- 7.2. We may also disclose Data to a prospective purchaser of our business or any part of it.
- 7.3. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

8. Functionality of the Website

- 8.1. To use all features and functions available on the Website, you may be required to submit certain Data.
- 8.2. You may restrict your internet browser's use of Cookies. For more information see the clause below (Cookies).

9. Your rights

- 9.1. You have the following rights:
 - 9.1.1. to ask for a copy of any of your personal Data held by Crypto Facilities Ltd (where such Data is held);
 - 9.1.2. to correct any of your Data held by Crypto Facilities Ltd;
 - 9.1.3. to delete any of your Data held by Crypto Facilities Ltd;
 - 9.1.4. to data portability;
 - 9.1.5. to restrict processing of Data;
 - 9.1.6. to object to processing of Data
- 9.2. These rights are not absolute and may be limited, for example, if fulfilling your request would reveal personal data about another person or if you ask us to delete information

which we are required by law to keep or have compelling legitimate interests in keeping. We may request verification of your identity before fulfilling your request. We aim to respond within one month in accordance with applicable laws.

- 9.3. Where we rely on your consent to process Data, you may withdraw it at any time via your account settings or by contacting us. This can be done via the account settings section on the platform when logged in or via the unsubscribe link at the bottom of any direct marketing emails.

10. Security

- 10.1. Data security is of great importance to Crypto Facilities Ltd and to protect your Data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure Data collected via this Website.
- 10.2. If password access is required for certain parts of the Website, you are responsible for keeping this password confidential.
- 10.3. We endeavor to do our best to protect your personal Data. However, transmission of information over the internet is not entirely secure and is done at your own risk. We cannot ensure the security of your Data transmitted to the Website.

11. Cookies

- 11.1. This Website may place and access certain Cookies on your computer. Crypto Facilities Ltd uses Cookies to improve your experience of using the Website and to improve our range of services. Crypto Facilities Ltd has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.
- 11.2. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.
- 11.3. This Website may place the following Cookies:
 - 11.3.1. Strictly necessary cookies: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.
 - 11.3.2. Analytical/performance cookies: They allow us to recognize and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example,

by ensuring that users are finding what they are looking for easily.

- 11.4. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.
- 11.5. You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalization settings.
- 11.6. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

12. Transfers outside the European Economic Area

- 12.1. Data which we collect from you may be stored and processed in and transferred to countries outside of the European Economic Area (EEA). For example, this could occur if our servers are located in a country outside the EEA or one of our service providers is situated in a country outside the EEA. We also share information with our group companies, some of which are located outside the EEA. These countries may not have data protection laws equivalent to those in force in the EEA.
- 12.2. Where Data is transferred outside the UK or EEA, we ensure appropriate safeguards are in place, such as standard contractual clauses (SCCs) approved by the UK or European Commission, or adequacy decisions where applicable.

13. General

- 13.1. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
- 13.2. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
- 13.3. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.



- 13.4. This privacy policy is governed by and interpreted according to English law. All disputes arising under this privacy policy are subject to the exclusive jurisdiction of the English courts.

14. Changes to this privacy policy

- 14.1. Crypto Facilities Ltd reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations.

15. Filing a complaint

- 15.1. If you are not satisfied with how we manage your personal data, you have a right to make a complaint to the Information Commissioner's Office; Wycliffe House; Water Lane; Wilmslow Cheshire; SK9 5AF

16. Contact

- 16.1. Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Crypto Facilities Ltd via post or contact@cryptofacilities.com.