



PRIVACY POLICY



INTRODUCTION

Welcome to Solaxy.io ("we", "our", "us"). We are committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, and disclose your personal information when you visit our website [www.solaxy.io] (the "Website").

1. PERSONAL INFORMATION WE COLLECT

Information You Provide to Us:

Customer Support Information: When you contact us via email, you may provide us with your full name, email address, and any information you choose to share to help us assist you. This information is solely used for customer support purposes.

Opt-In Information: Personal information is required only if you choose to subscribe to marketing emails, such as newsletters and updates.

Accuracy of Information: It is your responsibility to ensure the information you provide is accurate and current.

Information We Automatically Collect:

Identifiers: This includes your name, email address, IP address, device and app ID, unique ID, location data, and device details (model, brand, operating system).

Cookies: We use cookies and similar technologies (e.g., web beacons, log files) to enhance your experience. Cookies are small files placed on your device that enable certain features and functionalities. You can manage your cookie preferences through your device or browser settings, though refusing cookies may impact website functionality. For more details, see our Cookies Policy.

Usage Data: This includes information about your interactions with the website, such as timestamps and engagement with our team.

Information Received from Third Parties:

Third-Party Platforms: If you register using a third-party account (e.g., Wert or Web3Auth), we may receive your third-party ID.

Partner Exchanges: Payments made via wallet connections are public on the blockchain; we do not receive notifications of unique wallet numbers.

Analytics Information: We use third-party analytics providers, like Google Analytics, to gather information that helps us improve our services. This data is about user activity and is not personally identifiable.

Third-Party Terms and Policies: Connecting your virtual wallet to our website may subject you to third-party terms and policies. It is your responsibility to review and agree to these terms.

2. HOW WE USE YOUR INFORMATION

We use the information collected in the following ways:

To Provide and Maintain Our Services: Ensuring the delivery of the services you request and managing your inquiries and orders.

To Improve Our Website: Understanding user interactions to enhance user experience and functionality.

To Communicate with You: Sending updates, newsletters, and other information you may find interesting.

For Marketing Purposes: Informing you about products and services that may interest you.

To Comply with Legal Obligations: Ensuring adherence to legal and regulatory requirements.

3. DISCLOSURE OF YOUR INFORMATION

We may share your information with third parties under these circumstances:

Service Providers: Sharing information with third-party service providers that assist with services like payment processing, data analysis, email delivery, hosting, customer service, and marketing.

Business Transfers: In the event of a merger, sale, financing, or acquisition of our business, your information may be shared.

Legal Requirements: Disclosing information if required by law or in response to valid requests from public authorities.

4. SECURITY OF YOUR INFORMATION

We implement administrative, technical, and physical security measures to protect your personal information. While we strive to secure your data, no security system is infallible, and we cannot guarantee absolute security.

5. YOUR RIGHTS

Depending on your jurisdiction, you may have rights under data protection laws, including:

Right to Access: Request access to your personal data and information on how we use it.

Right to Correct: Request correction of any inaccurate or incomplete data.

Right to Erase: Request deletion of your personal data, subject to certain legal conditions.

Right to Restrict Processing: Request to limit the processing of your personal data.

Right to Data Portability: Request the transfer of your personal data to another party.

Right to Withdraw Consent: Withdraw consent where previously provided.

We may charge a reasonable fee for unfounded, repetitive, or excessive requests or refuse to comply in such cases. We may also require additional information to verify your identity and ensure your right to access your data. We aim to respond to legitimate requests within one month, though complex requests may take longer.

6. CONTACT & COMPLAINTS

For questions, comments, or complaints regarding this Policy, contact us at Contact@Solaxy.io. If you are dissatisfied with our response, you may contact a data protection authority.

7. CHANGES

Any updates or changes to this Policy will be posted on this page.

By using Solaxy.io, you agree to this Privacy Policy. Please review it periodically for updates.