

Privacy Policy

This Privacy Policy (the “Policy”) describes how OsOO “Bold Fund”, registered in the Kyrgyz Republic with registration number 300489-3301-000 and tax ID 00603202410490, with its registered office at 16 Suyumbayeva Street, Sverdlovsky District, Bishkek, Kyrgyz Republic (the “Company” or “we”), collects, processes, stores, and protects the personal data of users (“you” or the “User”) when using the website <https://eratrade.io> and its services.

By using our services, you agree to the collection and use of your personal data as outlined in this Policy.

1. Who is the Controller of Your Personal Data?

The controller of your personal data is:

OsOO “Bold Fund”

16 Suyumbayeva Street, Sverdlovsky District, Bishkek, Kyrgyz Republic

Email: Support@eratrade.io

2. What Data Do We Collect?

We may collect the following categories of personal data:

- Identification data: full name, date of birth
- Contact data: email address, phone number
- Account information: username, password, simulated trading performance
- Payment details (processed via CoinPayments, we do not store card or wallet credentials)
- Device data: IP address, browser information, login time
- Usage data: site interactions, challenge progress, login/logout logs
- Communication data: messages, complaints, or queries submitted via email or forms
- Social profile data (if accounts are linked): username, email, avatar

We collect data:

- When you register for a Challenge or create an account
- When you contact our support team
- When you access or interact with our website
- When we receive your data from third-party platforms

3. How Do We Use Your Data?

We use your personal data to:

- Register your account and provide access to our services
- Manage and evaluate your performance in Challenges
- Communicate with you regarding support or service updates
- Send you marketing communications (if consented)

- Ensure platform security and prevent fraud
- Fulfill legal and contractual obligations

The legal basis for processing includes:

- Performance of a contract (Terms of Service)
- Legitimate interest in improving and securing our service
- Compliance with legal obligations
- Your consent, where applicable (e.g., for marketing)

4. Marketing and Communication

If you provide us with your phone number or email, we may use it to:

- Send service-related updates
- Share offers or marketing messages via email, SMS, or automated calls

You may opt out of such communications at any time via the unsubscribe link or by contacting us.

5. Data Retention

We retain your personal data:

- For as long as your account is active and up to 5 years after termination
- As necessary to fulfill legal obligations or resolve disputes
- Until you withdraw your consent (for marketing data)

6. Sharing of Personal Data

We may share your data with:

- Third-party trading platform providers
- Service providers (hosting, analytics, marketing, KYC, support)
- Legal or regulatory authorities if required by law

All third parties are contractually bound to handle your data securely and in compliance with applicable laws.

7. International Transfers

Your personal data may be processed in countries outside your jurisdiction. In such cases, we ensure that adequate safeguards are in place as required by data protection laws.

8. Data Security

We use appropriate technical and organizational measures to protect your data, including:

- Encrypted storage of personal data
- Access controls and secure login systems
- Regular security reviews

9. Your Rights

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data (subject to legal exceptions)
- Restrict processing in certain circumstances
- Object to marketing or data use based on legitimate interest
- Withdraw consent at any time
- File a complaint with a data protection authority

To exercise your rights, contact: hello@eratrade.io

10. Changes to This Policy

We may update this Policy periodically. We will notify you of any changes via email or the Website. The latest version will always be available at <https://eratrade.io>

If you have any questions regarding this Policy, contact us at: hello@eratrade.io