Era Trade Privacy Policy

Last updated: 10 July 2026

Operated by **NEVERA CORE GLOBAL - FZCO**

Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates

License Number 89779 | Registration Number 83014

This Privacy Policy explains how Era Trade collects, uses, stores, shares and protects personal data when you use our websites, dashboard, software, challenge programs, support channels, payment and crypto-payment flows, KYC process, demo/simulated trading environment access, payout/reward process, affiliate or referral features and related services (the “Services”). It applies to visitors, registered users and payout recipients.

The Services are operated by NEVERA CORE GLOBAL - FZCO, which is the data controller for personal data processed under this policy. NEVERA CORE GLOBAL - FZCO is registered in Dubai, United Arab Emirates, with registered office at Building A1, Dubai Digital Park, Dubai Silicon Oasis, Dubai, United Arab Emirates, License Number 89779, Registration Number 83014.

Main website: https://eratrade.net/

Dashboard: https://app.eratrade.net

Help Center / FAQ: https://help.eratrade.net

Support: support@eratrade.net

Privacy and data-protection contact: privacy@eratrade.net

This policy is designed to comply with applicable data-protection laws, including the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL) where applicable, and, where relevant, the EU/UK General Data Protection Regulation (GDPR) and other data-protection laws that may apply to users in their jurisdictions. Where a specific mandatory law grants you stronger rights, that law prevails to the extent required.

1. Personal Data We Collect

We may collect the following categories of personal data:

- Account data — name, email address, phone number, country, language, username, password hash, referral code, account ID and dashboard settings.
- Identity and verification data — date of birth, nationality, identification documents, selfie/video verification, proof of address, verification-call information, sanctions-screening results, and KYC/AML provider results, where requested.
- Payment and crypto transaction data — order ID, payment status, payment method, crypto asset, network, wallet address, transaction hash, amount, timestamps, refund/reimbursement records, chargeback/payment-dispute records, payout wallet details and invoice/receipt information. We do not control public blockchain records.
- Challenge and performance data — selected challenge, demo account credentials/IDs, platform identifiers, simulated trades, orders, timestamps, symbols, virtual balances, equity, drawdowns, targets, metrics, rule breaches, payout requests, risk reviews and compliance flags.
- Technical data — IP address, device ID, browser type, operating system, cookies and similar identifiers, session logs, approximate location, referral URL, security events, access logs and platform logs.
- Communications data — support emails, chat messages, messenger contact details if you contact us there, complaint records, verification messages and files you send to us.
- Marketing and affiliate data — campaign source, UTM tags, cookies, affiliate links, coupon codes, attribution data, consent preferences, unsubscribe records and promotional-interaction data.

- User content and feedback — survey responses, testimonials, reviews, social-media messages, uploaded files and feedback.

We do not intentionally collect personal data from persons under 18, and we do not knowingly process special categories of personal data except where strictly required for identity verification or legal compliance.

2. How We Collect Data

We collect personal data:

- directly from you when you register, purchase a challenge, contact support, request a payout or complete KYC;
- automatically through the website, dashboard, cookies, logs and security tools;
- from third-party trading platforms used for demo/simulated environment access;
- from crypto payment tools, blockchain networks, wallets or payment providers;
- from KYC, AML, sanctions, identity-verification and fraud-prevention providers;
- from analytics, CRM, support, email, messaging, affiliate and marketing providers;
- from public sources and lawful business partners where relevant for fraud prevention, compliance or service delivery.

3. Why We Use Personal Data

We process personal data to:

- create, authenticate and manage accounts;
- provide website, dashboard, challenge, analytics, support and demo trading environment access;
- process payments, confirm transactions, issue receipts, handle refunds/reimbursements and manage payment disputes;
- process payout/reward requests and verify payout wallet details;
- calculate challenge metrics, monitor simulated trading activity, detect rule breaches and review reward eligibility;
- conduct KYC, identity verification, AML, sanctions, fraud, security and platform-integrity checks;

- communicate service notices, support replies, product updates and policy changes;
- send marketing where permitted and manage opt-outs;
- operate affiliate attribution, referral links, coupons and commissions;
- improve, test, troubleshoot and secure the Services and develop new features and analytics;
- create aggregated or anonymized analytics;
- comply with legal, accounting, tax, audit, regulatory, dispute-resolution and law-enforcement obligations;
- establish, exercise or defend legal claims, enforce our Terms, protect Era Trade and users, and prevent abuse.

4. Legal Bases

Where a legal-basis framework such as the GDPR or the UAE PDPL applies, we rely on one or more of the following bases, depending on the processing activity:

- your consent (for example, optional marketing and certain cookies) — which you may withdraw at any time;
- performance of a contract with you (providing the Services you purchase and processing rewards);
- compliance with a legal obligation (for example, AML/CFT, sanctions, tax and accounting record-keeping);
- our legitimate interests, including fraud prevention, service improvement, security, support, analytics, payment integrity and rule enforcement, balanced against your rights;
- establishment, exercise or defense of legal claims;
- protection of vital or public interests, where applicable.

Withdrawal of consent does not affect processing already carried out or processing based on another lawful ground.

5. Cookies and Similar Technologies

We use cookies, pixels, local storage and similar technologies to keep you logged in; secure accounts and prevent fraud; remember preferences such as language and region; operate checkout and payment flows; measure website and dashboard performance; understand how users use the Services; attribute affiliate links, coupons and campaigns; personalize content and marketing where permitted; and test and improve the Services.

Cookies may be strictly necessary, functional, analytics, marketing or affiliate/attribution cookies. Where required by law, non-essential cookies are only set with your consent, which you can manage through the cookie banner or your browser settings. Blocking cookies may affect login, checkout, dashboard access, affiliate attribution or other functionality.

6. Crypto Payments and Public Blockchains

If you pay or receive payouts in cryptocurrency or stablecoins, transaction details may be recorded on public blockchains. Public blockchain data may include wallet addresses, transaction hashes, amounts, timestamps and network information. Public blockchain records are not controlled by Era Trade, cannot be edited or deleted by us, and may be visible to third parties indefinitely.

Do not include sensitive personal data in blockchain transaction memos, tags or public notes. Era Trade is not responsible for personal data you intentionally or accidentally publish on a public blockchain.

7. Sharing Personal Data

We do not sell your personal data. We share personal data only as necessary, with:

- hosting, cloud, database, security and infrastructure providers;
- payment processors, crypto payment tools, wallet providers, blockchain-analytics providers, banks, card networks or payout providers where applicable;
- KYC, AML, sanctions, fraud-prevention and identity-verification providers;
- third-party trading-platform providers used for demo/simulated environment access;

- analytics, CRM, support, email, messaging and marketing providers;
- affiliate or referral partners, only where needed for attribution, fraud prevention and commission administration;
- professional advisers, auditors, insurers and legal representatives;
- regulators, courts, law-enforcement authorities, tax authorities or other competent bodies where required or permitted by law;
- business successors in connection with a merger, acquisition, restructuring, financing or sale of assets.

We require service providers to process personal data only for authorized purposes, under written terms, and to apply appropriate confidentiality and security measures.

8. International Transfers

Because Era Trade operates online and uses international service providers, personal data may be processed in countries outside your country of residence and outside the United Arab Emirates, which may have different data-protection standards. Where required by Applicable Law, we use appropriate safeguards such as adequacy determinations, standard contractual clauses or equivalent contractual protections, provider due diligence, and technical and organizational measures. You may contact us for more information about these safeguards.

9. Retention

We keep personal data only as long as reasonably necessary for the purposes described in this policy, including service delivery, account management, legal compliance, audit, tax, accounting, fraud prevention, sanctions screening, dispute resolution and enforcement. Indicative retention periods are:

- account data — for the life of the account and typically up to a reasonable period after closure;
- transaction, payment, payout, refund, KYC and compliance records — typically for the period required by applicable AML/CFT, tax, accounting and audit laws (commonly at least five years after the relevant transaction or end of the relationship);

- support communications — as needed to resolve issues and maintain records, then archived or deleted;
- technical logs — typically retained for a limited period for security, fraud prevention and troubleshooting;
- marketing data — until you unsubscribe or withdraw consent, unless another lawful basis applies.

We may retain anonymized or aggregated data indefinitely. Where we no longer need personal data, we securely delete or anonymize it.

10. Security

We use technical and organizational measures designed to protect personal data, including access controls, encryption where appropriate, monitoring, backups, provider due diligence, internal confidentiality rules and security review. No electronic transmission, storage system, dashboard, email system, crypto wallet or blockchain-related process is completely secure. You are responsible for securing your login credentials, email account, devices and crypto wallets. In the event of a personal-data breach that is likely to result in a risk to your rights, we will notify affected users and/or competent authorities where and as required by Applicable Law.

11. Your Rights

Depending on Applicable Law, you may have rights to:

- access your personal data;
- correct inaccurate or incomplete data;
- delete data (subject to legal retention requirements);
- restrict or object to certain processing;
- withdraw consent;
- receive a copy of your data in a portable format;
- opt out of marketing;
- lodge a complaint with a competent data-protection authority.

To exercise your rights, contact privacy@eratrade.net. We may need to verify your identity before responding, and we aim to respond within the period required by Applicable Law. Some rights may be limited where we must retain data for legal, tax, accounting, security, fraud-prevention, sanctions, dispute, platform-integrity or compliance reasons.

12. KYC and Automated Reviews

Before processing certain payout/reward requests, or where otherwise necessary for compliance, Era Trade may request KYC or identity verification. KYC instructions may be sent to the email address connected to your account. We may use automated systems to detect fraud, prohibited trading practices, duplicate accounts, sanctions risk, payment risk, platform-integrity issues and unusual activity. Automated flags may be reviewed by our team or service providers where practical, and you may contact us to request human review of a decision that significantly affects you, where Applicable Law provides such a right.

13. Marketing Communications

Where permitted, we may send service updates, product news, promotions and educational content. You may unsubscribe from marketing emails using the unsubscribe link or by contacting us. Service, security, payment, KYC and transactional messages may still be sent where necessary, as these are not marketing.

14. Children

The Services are not intended for persons under 18. We do not knowingly collect personal data from minors. If we learn that a minor has provided personal data, we may delete it and close the account.

15. Changes

We may update this Privacy Policy from time to time. The latest version will be posted on our website with an updated date. Material changes may be notified by email, dashboard notice or other appropriate means. Continued use of the Services after changes take effect constitutes acknowledgment of the updated policy.

16. Contact

Privacy and data-protection contact: privacy@eratrade.net

Support: support@eratrade.net

Data controller: NEVERA CORE GLOBAL - FZCO

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