Last changed: 29-4-2022

Privacy Policy

This is the privacy policy of Smart Crypto Bot (SCB). In this document you can read how Smart Crypto Bot collects information from users ("User") on the website www.smartcryptobot.com ("Site" or "We"). Furthermore, you can read how SCB uses, maintains and discloses this information. The privacy policy also applies to every other product and service of SCB.

Personal identification information

We may collect personal identification information in different ways. This includes but is not limited to, when a user visits the website, fills in a form, or performs another action that is related to our products and services. In the case of an anonymous visit, it's possible that you don't have access to all the features of Smart Crypto Bot.

We collect the following data:

- Username
- E-mail address
- Country
- City
- Zip code
- Street
- House number
- VAT number (if filled in)
- IP-address

Smart Crypto Bot has implemented a Security Log where you can see recent login to your account. Also will an user receive an E-mail when a different IP is detected when logging in.

Non-personal identification information

How do we go about non-personal identification information? We may collect this information when someone interacts with our website and services. What is non-personal identification information? This includes but is not limited to the type of computer, the browser name and technical information about users and their way of connecting to our website, the internet service providers, the operating system and more.

Web browser cookies

SCB may use cookies. The purpose of this is to enhance the experience of the users. Cookies are used for record-keeping purposes and information tracking. If the users want to, they can choose to refuse cookies, or receive an alert when cookies are used. However, this means that for these users some parts of our site or our services don't function properly.

We use functional cookies in Smart Crypto Bot. Functional cookies are required to run the services of Smart Crypto Bot and are mandatory to use the platform properly.

Where is your information stored?

We primarily store your information in Europe. We are doing everything in our power to keep that information secure. No IT security system is impenetrable so use at your own risk.

All Personal information is stored on dedicated servers owned/ licensed by us. Standard industry and security standards are followed to prevent unauthorized access to our servers.

Will we ever share any Personal information to other parties?

We will never share information with third parties for marketing purposes without your consent. However if we are required by applicable law to hand over Personal Information for a lawsuit, criminal activity and aid in an investigation we will cooperate with government instances.

Session storage

Session storage is a temporary place in your browser that stores the settings of your account. This does not contain personal information. This is used for and is not limited by:

- Structuring columns
- Custom theme's
- Chart properties
- Appearances
- WalletConnect information (Web3)
- Last clicked action
- Settings

What cookies do we use?

We use cookies to track the user behavior and for debugging purposes. The following cookies are being used by SCB:

- Google Analytics -> https://analytics.google.com/ (Tracking user behavior and optimizing the experience for our users)
- The same Google Analytics cookie will be used when you visit docs.smartcryptobot.com
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How do we use collected information?

The user information that we collect, we use for these purposes:

- Send e-mails
- Process transactions
- When a user places an order, we may use personal information to make this possible. This information will not be shared with outside parties, unless it's necessary
- We want to improve the Smart Crypto Bot and our website; we use information for this purpose
- The information we gather will be used to understand our customers better
- We personalize the user experience
- Improve the customer service and let us respond more effectively to your needs

This will only be used for this purpose. It can also be used to respond to questions or requests of the customer. We will not send news or product information unless a customer decides to opt-in for our mailing list. It's possible to unsubscribe for future emails at any given moment.

How do we protect your information?

We have put appropriate security measures in place, and also appropriate processing practices, storage and data collection. This way we are protected against disclosure, alteration or destruction of your personal information, password, username, transaction information and stored data. Also, unauthorized access. We use an SSL secured communication channel to protect private and sensitive data exchanges between the user and SCB. The communication is encrypted with digital signatures.

Third party websites

On our platform you can find links to websites or services of our partners, licensors, sponsors, advertisers, suppliers and third parties. The content that appears here is not under our control, and we are not responsible for this. Furthermore, these websites and services have their own customer service policies and privacy policies.

Changes to the privacy policy

SCB reserves the right to change or update the privacy policy at any given moment. It's the responsibility of our users to check if there have been any changes, if they want to stay informed about the way we collect and protect personal information. Please check the revised date at the top of the document to see when it has last changed.

Your acceptance of these terms

If you use our website or services you agree with the privacy policy and terms of service. If you continue to use our platform after changes in the privacy policy have been made, you agree with the new version.

Contacting us

If you want to ask us questions about the privacy policy. This is our contact information:

https://smartcryptobot.com

support@smartcryptobot.com

Delete your data

If you want to deactivate your account and thereby delete your data you can go to your user profile. This option can be found in Settings -> Security.

- After 30 days, we will delete all of your personal data. You can reactivate it within 30 days
- It's not necessary to deactivate your account to change a password or an email address
- If you want to transfer your username and email to another account, you first have to change it, before deactivating this account
- 30 days after deletion, we will not be able to restore your account