

Privacy Policy

Last Update: *November 20, 2023*

Aurus Markets DMCC

This Privacy Notice outlines the policies and procedures of Aurus, provided by Aurus Markets DMCC ("we," "our," or "us"), regarding the collection, use, and disclosure of your information on www.aurus.io and Aurus mobile application and other products we offer (the "Services" or "Aurus").

1. Overview

Your right to privacy and the protection of your personal data are fundamental to us. This document provides details on how we handle your personal information through Aurus. We do not share your information with third parties except to deliver our Services and products, comply with the law, improve Aurus, protect our rights, or effectuate a business transfer. If you have any questions or concerns about this policy, please contact us at team@aurus.io.

2. Accepting this Privacy Policy

By using Aurus and any of its Services, including downloading the Aurus mobile application or visiting our website, you agree to the use, disclosure, and procedures outlined in this Privacy Policy.

3. Personal Information Collected from Users

We strive to limit the collection of Personal Information from Aurus users to the essentials. When you reach out to us for support, report a bug, or engage with us on social media, we may collect your contact information, such as your phone number, name, or email address, depending on the method of communication.

Additionally, when utilizing our Services, we may process publicly available wallet addresses that you generate through the Aurus mobile application and/or use via our Third-Party payment gateways such as Wert and xMoney.

3.1. Types of Personal Data Collected

Personal data collected by Aurus may include, but is not limited to, the following:

Email Address: Provided by you when you communicate with us.

Technical Standard Internet Logs Information: This may include your IP address, information about your computer or device used to access www.aurus.io (type and brand of your device, operating system type and version, browser type, etc.).

Aggregated Statistical Data: Such as the city from where your traffic originates, customer demographics or interests, and behavior. This data may be derived from your activity on our website.

We use the collected information for essential purposes, including but not limited to:

- Providing customer support when necessary.
- Responding to your inquiries, reports of bugs, or engagement on social media.
- Processing publicly available wallet addresses generated through the Aurus Mobile App.
- Utilizing Third Party payment gateways, such as Wert and xMoney, for enhanced services.
- Email communication when you provide us with your email address.
- Analyzing technical standard Internet logs for website optimization.
- Aggregating statistical data to understand customer demographics, interests, and behavior.

4. Personal Data of Users and Third Parties

The security of our users' information is a cornerstone of our business. We want to reassure you that we do not engage in the sale of users' personal information to third parties. However, for the seamless operation of Aurus and its features, we may need to transfer personal data to service providers or third parties, collectively referred to as "Third Party Services." These entities are granted limited access to specific Personal Information, such as your public Wallet addresses, solely to carry out their designated functions. Importantly, they are bound by our contractual agreements and are obligated to process personal information only in accordance with applicable data protection laws.

During our business development activities, we may eventually engage in transactions involving the sale or acquisition of other businesses or services. In such cases, user information may be transferred as part of the assets, subject to the commitments made in any pre-existing Privacy notice, unless the user explicitly consents otherwise. In the unlikely event of Aurus or a significant portion of its assets being acquired, users' information will be among the transferred assets.

Additionally, non-personally identifiable information may be shared publicly and with our partners, such as publishers, advertisers, developers, or right holders, to enhance collaboration and showcase the performance of the company. Your trust, safety and privacy are paramount, and we remain committed to safeguarding your information in every aspect of our operations.

5. Information Collection and Utilization

We employ the limited information we collect with a primary focus on enhancing Aurus and its associated Services. Unless we sell all or a portion of our business, we do not engage in renting, trading,

or selling your Personal Information. Various ways in which we may utilize your Personal Information include:

- **Contacting You When Necessary:** We may use your information for essential communications.
- **Responding to Inquiries:** Your Personal Information aids us in addressing your comments, questions, or concerns related to bugs or errors within Aurus.
- **Providing Additional Information:** We may use your data to supply you with further relevant information.
- **Sending Information and Marketing Materials:** Utilizing push notifications or other means, we may keep you informed about services and products available through Aurus.
- **Team Member Training:** Your data might be utilized for internal purposes such as training our team members.
- **Other Internal Business Purposes:** We may apply your information for various internal business needs.

5.1. Aggregated Personal Data and Non-Personal Information

We may share or disclose aggregated Personal Data or Non-Personal Information with service providers or other entities we conduct business with, potentially including third parties for showcasing the company's performance. Additionally, we may amalgamate aggregate information from pixel tags and web beacons with similar data from other visitors to enhance our Services, taking measures to ensure that aggregated information cannot be linked back to you.

5.2. Agents or Third-Party Partners

For specific services, we may provide your Personal Information to our employees, contractors, agents, service providers, and designees ("Agents") to enable them to perform essential services for us, such as improving website-related services and features, and carrying out maintenance services.

5.3. Business Transfers

In scenarios involving the acquisition or sale of assets, customer information is typically one of the transferred business assets. If we (or our assets) are acquired, go out of business, enter bankruptcy, or undergo any other change of control, your Personal Information could be transferred to or acquired by a third party. By accepting this Privacy Notice, as outlined above, you provide consent to any such transfer.

5.4. Protection of Us and Others

We may share personal information outside of Aurus if we reasonably believe that the access, use, preservation, or disclosure of the information is necessary to comply with applicable laws, regulations, legal processes, or enforceable governmental requests. This includes cooperating with law enforcement, enforcing or applying our Terms of Use and other agreements, or protecting the rights, property, or safety of Aurus, our employees, our users, or others.

5.5. Consent and Marketing

Your personal data may be collected by Aurus in two ways:

1. When you voluntarily provide such information to us (e.g., when you contact us with inquiries, register for our newsletter, etc.).
2. Through technical Standard Internet logs information, which may include your IP address, device details, and browser information.

We use the email address provided by you to periodically send relevant information about our services, offers, and activities, solely with your prior consent. You can choose to withdraw your consent at any time by contacting us at team@aurus.io.

5.6. Technical Standard Internet Logs Information

Based on your activity on our website, we collect standard Internet logs information and details of visitor behavior patterns, using a third-party service, Google Analytics. This research may be compiled and analyzed on an aggregate basis, and the information is gathered and expressed in a summary form for statistical analysis.

Google Analytics uses JavaScript tags to record information about the pages you've seen, including the URL. HTTP Cookies are used to "remember" a user's interactions with the website.

5.7. Data Storage and Security Measures

All the collected personal data mentioned above are stored on our servers, and we strongly ensure you that we have taken high security measures to respect the provisions of the Regulation no. 679/2016 on the protection of natural persons regarding the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) – GDPR. We retain:

- Information provided by you until you request to unsubscribe or delete it.
- Technical standard internet log information until the end of your session.
- Aggregated data according to our Cookie Policy.

6. Purposes and Legal Basis of Processing

6.1. Email Address Processing

We utilize the email address you provide to deliver pertinent information about our services, offers, and activities. Your email address is processed by Aurus based on the legal foundation outlined in Article 6, Paragraph 1, Letter a) of the General Data Protection Regulation (GDPR) – the data subject's consent.

You can opt to withdraw your consent at any time by contacting us at team@aurus.io.

6.2. Technical Standard Internet Login Information Processing

We process your technical standard internet login information, essential for our website's functionality and enhancing your browsing experience.

Aurus processes your technical data under the legal framework specified in Article 6, Paragraph 1, Letter f) of the GDPR, allowing the processing of personal data when necessary for the purpose of legitimate interests – website functionality.

6.3. Aggregated Statistic Data Processing using Google Analytics

We process aggregated statistical data, employing Google Analytics, to enhance and improve our services on the website.

The processing of aggregated statistical data is based on the legal foundation in Article 6, Paragraph 1, Letter a) of the GDPR – the data subject’s consent.

You have the option to withdraw your consent at any time by contacting us at team@aurus.io.

6.4. Disclosure of Personal Data to Third Parties

6.4.1. Our Employees

Our employees are granted access to your personal data and are trained to uphold the confidentiality of such information.

6.4.2. Business Development

In pursuit of excellence, we may collaborate with other companies for specific business functions, providing them only with necessary information for their designated tasks.

Services Utilized by Aurus:

- Cloud Services: Amazon Web Services ([Privacy Policy](#))
- Newsletter Delivery: MailChimp ([Privacy Policy](#))
- Website Activity Monitoring: Google Analytics ([Privacy Policy](#))

6.4.3. Legal Requirements

Your personal data may be disclosed to governmental authorities and/or law enforcement agencies if mandated by applicable law.

7. Your Data Rights with Aurus

As a data subject, you are entitled (under the conditions, and subject to the exceptions, set out in applicable law) to:

7.1. Request Access to Personal Information:

You can request access to the information we have collected from you by contacting us at team@aurus.io.

We will provide you with an electronic copy of the data we process about you. To comply with your request, we may ask you to verify your identity. For subsequent access requests, an administrative fee may be charged.

7.2. Request Rectification of Your Personal Data:

If you believe the information we have collected is incorrect or incomplete, you may contact us to update it, ensuring your data remains accurate.

7.3. Object to the Processing of Your Personal Data:

You have the right to request that we no longer process your personal data.

7.4. Request Erasure of Your Personal Data:

You may request the erasure of your personal data, especially if it is no longer necessary for the purposes for which it was collected. Please note that wallet addresses created through the Aurus mobile application cannot be deleted from the Ethereum blockchain.

If you wish for Aurus to delete information about you, you can contact us at team@aurus.io.

7.5. Request Restriction of Processing of Your Personal Data:

You may request that Aurus processes your personal data only in limited circumstances, including situations where you provide consent.

For any information or requests related to your rights, including the ones mentioned above, please contact us at team@aurus.io. We are committed to promptly addressing your requests while ensuring compliance with applicable laws and regulations.

8. Data Retention

Please note that even if you delete your Wallet or addresses from the Aurus mobile application, uninstall Aurus mobile application from your device, or request that your information be deleted, we still may retain some information that you have provided to us to maintain the Aurus wallet or to comply with the laws and regulations to which Aurus is subject. If you have any question or objection as to how we collect and process your personal information, please contact team@aurus.io.

9. Data Security

At Aurus, safeguarding your personal data is a top priority. We have implemented a comprehensive set of technical and organizational measures to ensure the privacy and security of your information. Here's an overview of our security protocols:

9.1. Access Control Measures:

Only designated individuals nominated by Aurus have access to the filing system.

Each authorized user accesses the system using unique account credentials (account name and password).

9.2. Personnel Compliance:

All employees, collaborators, and service providers handling personal data adhere to principles and policies through signed declarations and confidentiality agreements.

Users are obligated to maintain the confidentiality of accessed data and close sessions securely.

9.3. Purpose-Limited Access:

Users access personal data solely for the fulfillment of service duties and in alignment with the specified purpose of data collection.

9.4. Computer Security:

Computers with access to the filing system are password-protected and equipped with antivirus, antispam, and firewall security updates.

9.5. Data Printing Controls:

Printing of personal data is restricted to authorized users for specific operations mandated by current legislation.

Additionally, we emphasize the importance of carefully selecting the personal data you submit, considering the inherent risks of internet and email security. Unintended events can occur due to errors, so prudent data submission is encouraged.

While we are committed to protecting your information in compliance with applicable laws and data privacy policies, it's important to note that certain aspects, such as third-party vendors (e.g., Wert and xMoney) utilizing the Ethereum network, are beyond our direct control. We employ encryption protocols and software to enhance the security of your personal information during transmission. However, complete security cannot be guaranteed due to factors beyond our control. We continually work towards enhancing our security measures to provide you with the utmost protection.

10. Third Party Websites

The Aurus website and Aurus mobile application might contain links to sites, advertisements and applications that are not affiliated to us. Note that once you use these links to leave our website or mobile application, this privacy policy does not cover the information you provide on these third-party platforms and therefore we do not guarantee the safety of your personal information on these websites.

Do well to familiarize yourself with the privacy policies of those third-party websites before providing your personal details on their platform as we are not responsible for the content, security and privacy of these platforms.

10.1. Your Rights

You can exercise certain rights regarding your personal information as provided under applicable laws. Some of those rights are outlined below:

Right to access your Personal Information and to ask for the correction, updating and blocking of inaccurate and/or incorrect data by sending an email or contacting support at team@aurus.io

Request the erasure of your Personal Information by sending an email at team@aurus.io or contacting support via Settings on the Aurus mobile application.

11. Children

We are especially sensitive about children's information. Our Services are not targeted towards children, and our users must be at least eighteen (18) years old to use our services. We don't knowingly collect information from children under the age of 13. If you are a parent or legal guardian of a minor child, we will treat any information that you provide us while using Aurus on behalf of your minor child as Personal Information as otherwise provided in this Privacy Policy. If you have questions concerning our information practices with respect to children, or if you learn that a child under the age of 13 has used Aurus, created a user account, or provided us with personal information, please email us at team@aurus.io

12. Conditions of use, notices, changes and updates to privacy notice

Your use of Aurus is governed by this Privacy Notice and our Terms of Use. If you encounter privacy concerns, please contact us with a detailed description, and we will strive to address it. You also retain the right to reach out to your local Data Protection Authority.

We reserve the right to update and modify this Privacy Policy periodically. Regular reviews ensure compliance with applicable laws and alignment with our evolving business practices. If changes are made, we will adjust the "Effective Date" at the top of this page, making it easy for you to identify modifications since your last visit. We will make our best efforts to notify you of any significant alterations. We encourage you to check this Privacy Notice regularly to stay informed about its terms. By continuing to use Aurus and its Services after any amendments, you signify your acceptance of the revised or amended terms.

As part of our ongoing development, new features will be introduced to the Aurus platform. Correspondingly, our Privacy Notice will be updated when necessary. We commit to keeping you informed by consistently publishing the latest version on our website. Rest assured, the collection and processing of your personal data is conducted in strict accordance with the GDPR.

Should you have any inquiries regarding our Privacy Policy, feel free to contact us at: team@aurus.io. Your understanding and cooperation contribute to maintaining a transparent and secure user experience on Aurus.

13. Fraud Disclaimer

Kindly note that Aurus is in no way associated with any party or entities who claim to be customer support agents that provides customer support services via phone and/or social media and promises to help solve your transaction issues encountered on our platform. Be aware that the only customer support is available on the Aurus.io website or in the Aurus Mobile Application and is free of any form of charge.

If you discovered what you believe/appears to be a fraud or scam which impersonates Aurus, please contact us via email team@aurus.io.

14. Contact Us

If you have any questions about this privacy policy or terms stated, please contact us at the email address team@aurus.io or via the Aurus Mobile App (tap on 'Settings' → 'Support').