

Privacy Policy for ION App

Effective Date: 1 October 2024

At ION we are committed to protecting your privacy and personal information. This privacy policy explains what data we collect, why we collect it, how we use it, and with whom we share it. By using the ION app, you agree to his policy.

What Personal Data Do We Collect?

We collect personal data when you use the ION app. This includes:

- **Registration data:**
Name, email address, phone number, company details (tor corporate accounts), and password.
 - **KYC data:**
Full name, date of birth, address, identification documents, and other information needed for identity verification.
 - **Financial data:**
Bank account details (IBAN), transaction history, and other relevant financial information.
 - **Usage data:**
Device information, IP address, and interactions with the app.
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Why Do We Collect Personal Data?

We collect your data for the following purposes:

- To provide and improve the ION app and its services.
 - To verify your identity as part of legal requirements like Know Your Customer (KYC) and Anti-Money Laundering (AML) laws.
 - To communicate with you and offer support when needed.
 - To comply with legal obligations.
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With Whom Do We Share Your Data?

We do not sell your data. We only share your data in specific situations:

- **Service providers:**
We may share your data with third-party vendors who assist us with identity verification, payment processing, or data storage.
 - **Legal or regulatory authorities:**
If required by law, we may share your data with government agencies or regulators, especially tor AML compliance.
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How Is Your Data Stored and Protected?

Your data is stored securely within the European Economic Area (EEA) and protected against unauthorized access, loss, or misuse. We retain your data for as long as necessary to fulfill the purposes for which it was collected and to meet any legal retention obligations.

Your Rights

You have the following rights concerning your personal data:

- **Access:**
You can request a copy of your personal data.
- **Correction:**
You can ask us to correct inaccurate or outdated data.
- **Deletion:**
You can request that we delete your data unless we are legally required to retain it.
- **Restriction:**
You can ask us to limit the processing of your data.
- **Portability:**
You can request your data in a structured, machine-readable format.

To exercise any of these rights, contact us via the support chat, available in the app. We will respond within one week.

Cookies and Tracking Technologies

The ION app uses cookies and similar technologies to enhance the user experience and gather statistical data about app usage.

Contact Us

If you have questions or concerns about your privacy or how we handle your personal data, contact us via the support chat, available in the app.