

Privacy Policy

1. This Privacy Policy details how MyCointainer OU (Private Limited Company), referred as "MyCointainer" in the document, collects, shares, uses and protects information regarding its users which is obtained via the MyCointainer.com website. The terms "us", "we" and "our" refer specifically to MyCointainer Ltd and affiliates thereof.

2. When we request personal data from users, we do so in order to fulfill our obligations under the law, or because it is relevant to a specified purpose. Any information which we do not require, but is provided to us by you anyway, is done so on a voluntary basis.

3. It is your decision whether or not to provide us with the non-required information. If you choose not to, you may not be able to make full use of our website or Services.

4. You should periodically review this Privacy Policy in order to keep yourself up to date with any amendments. There may be links within this website to other websites which are not controlled or operated by us, and we make no warranties or representations about any Third Party website or content thereon.

Information Collection

Information on registration

Upon creating a MyCointainer account, you will provide us with personal data, including your login information and contact details; such as an email address and a password.

You may also voluntarily add telephone contact details for SMS or Google authentication, allowing 2FA verification and improving security.

Information on fraud prevention

In order to be compliant with global industry standards regarding Anti-Money Laundering principles (AML), Know Your Customer requirements (KYC) and Counter Terrorist Financing initiatives (CTF), we require users to undergo authentication processes for their accounts. This means we have to collect formal identification data.

Transaction Information

1. We collect and store transactional information on all users and accounts, including regular deposit and balance snapshots, trade and withdrawal history, distribution history and order activity. We monitor this data for suspicious activities in order to prevent fraud and resolve legal processes.

2. We collect personal information when it is provided by you via a number of channels including email, through our website, conversations with support team via internet or telephone, interactions via social media, or any other dialogue between you and us. As an example, we may require information from you in order to provide services to you, or to resolve queries or enquiries you make of us.

Collection and Use of Information Collected Automatically

1. We automatically collect and store some data about you when you use our services, such as when you log in and out of your account. Such information may not personally identify you, but may contain data regarding the device you use to access our services such as the device ID, operating software, web browser software and hardware model, as well as your MAC device identifier or Internet Protocol (IP) address.

2. Whenever you log onto our website, our servers collect your IP address in order to assist with diagnosing problems and optimizing our service level to you.

3. Our website stores cookies on your device in order to optimize your experience. They allow us to enhance your security by logging your session ID and monitoring you as an individual user. This collective information does not identify you personally and assists with our own analysis of how our website is used.

Why Does MyCointainer Collect This Information

To provide our services

1. We use the collected data to verify the identity of users and deliver services to them.
2. We use the information stored on your device as cookies in order to authenticate your device and identity and provide services to you. Because of our legal obligations and software requirements, we cannot provide our services to you without the ability to identify you in this manner.

To comply with legal and regulatory requirements

Our approach to regulatory requirements and government requests is informed by our respect for the security and privacy of the data you provide to us. We do not provide or disclose any information which personally identifies you to any third party unless such a request has been reviewed and approved by our legal team or approved by you.

To measure, analyse & improve site performance

1. We constantly review and analyze data to better understand how our platforms and services are used. Review operations are conducted by our operations team continually, and the information is used to improve the performance of our platform and optimize your experience as a user.
2. Our systems activity is constantly monitored in order to identify and resolve technical problems expediently.

To protect our users

1. We use the data we store to protect the interests of our users, their accounts, our platform and our archives.
2. We use cookie and IP data to guard our platform against automated cyber attacks such as phishing, DDoS and spam attacks.
3. We analyze all trading activities in order to identify suspicious transactions or behaviors at the earliest opportunity, thus reducing the risk of loss and fraud because of the actions of bad actors.

To communicate with you

We use your personal contact information, for example your email address, to interact with you whilst providing customer support, or to update you on security matters involving transactions and logins to your account. If we were unable to process your personal data in this manner, we would be unable to respond to support requests. All direct communications between you and us are confidential and reviewed for accuracy internally.

To enforce our Terms of Use and other agreements

1. It is of vital importance to us and to our customers that we vigilantly investigate, review and work to prevent potential or actual illegal or prohibited activity in violations of our Terms of Service. For the benefit of us and all of our users, we vigilantly enforce our Third Party Agreements, and investigate all reported violations of our declared Terms of Use. We reserve the right to terminate service provision to any user or users found to be engaging in any activity that violates our Terms of Use.
2. Unless we specifically state otherwise at the time of collection, the personal data we collect regarding you is used solely for the purpose it is requested for, or for secondary purposes directly related to the primary purpose.

Direct Marketing

1. If you are a current user of our service, we will contact you only by electronic means (SMS or email) with regard to services related to or similar to those which you've previously expressed an interest in via enquiries or historic transactions.
2. If you are a new user, we will contact you only by electronic means (SMS or email) for marketing purposes only if you have expressly consented to receiving marketing communications. This includes all communication to you regarding advertisement or promotion of any product or service. If you do not wish to receive marketing communications from us, you may at any time use the opt-out link at the bottom of any such communication. This service is provided free of charge.

How Does Mycointainer Protect User Data

1. We make every reasonable effort to ensure the privacy, integrity and security of all personal data transmitted to us, and we constantly review and update our security protocols to take into account technological advances.
2. No data transmitted across the internet can ever be guaranteed as 100% secure. However, we take every reasonable precaution to ensure the security of our systems, and the personal data you send to us via our online platforms.
3. All of our employees and contractors who provide services on our behalf, or relating to our information systems, are required to respect data confidentiality protocols related to any information held by us.
4. No person or entity can guarantee 100% security of any data transmitted via the internet, nor any internet-based storage method. Because of this, we advise that you take steps personally to protect your own information, and information stored on your devices.
5. If you believe that your personal data - especially account and password information - has been compromised, you should immediately lock your account and contact MyCointainer customer services.
6. MyCointainer do not trade, rent or sell personal identity information regarding its users to any other party. We may share collective demographic data that is not connected to any personal identity data regarding users and visitors with our affiliates, business partners and advertisers for the above outlined purposes.
7. Your usage of this website constitutes your acceptance of this data policy, and our Terms of Use. If you object to this policy, you must discontinue your use of our site immediately. Your continued usage of the website following any amendment to this policy constitutes your acceptance of the amended terms.

Latest update: Monday, September 24, 2018