

Privacy Policy

Last Updated: 14/12/2024

Dione Protocol is deeply committed to safeguarding your personal data and ensuring your right to privacy. This Privacy Policy explains in detail how we collect, use, store, and protect your information when you access or use our website (<https://www.dioneprotocol.com/orion>) and related products or services (collectively, the "Services"). We value transparency and encourage you to review this policy thoroughly to understand how your data is managed.

1. Information We Collect

We collect various types of information to enhance the functionality of our Services and improve your overall experience. Below is a detailed breakdown of the types of data we collect:

1.1 Information You Provide to Us:

- **Personal Information:** This includes details such as your name, email address, mailing address, phone number, payment details, and any other information you provide when you register for an account, make a purchase, or otherwise engage with our Services.
- **Communication Data:** Information included in correspondence you send to us, such as emails, customer inquiries, or other forms of communication. This allows us to address your queries and improve our interactions.

1.2 Information We Collect Automatically:

- **Device Data:** This encompasses technical details such as your IP address, browser type, operating system, device type, and settings to optimize website performance for your specific device.
- **Usage Data:** Includes details about your interactions with our Services, such as pages viewed, links clicked, time spent on various sections, and other diagnostic data to improve user experience.

1.3 Information from Third Parties:

- We do not share your information with any third parties under any circumstances. However, we may receive technical or transactional information from service providers strictly for operational purposes.
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2. How We Use Your Information

The data we collect serves multiple purposes to ensure optimal functionality and compliance. These purposes include:

- **Service Delivery:** To operate, maintain, and enhance our Services and ensure seamless functionality.
 - **Account Management:** To facilitate account creation, process transactions, and deliver updates regarding your use of the Services.
 - **Customer Support:** To address inquiries, resolve technical issues, and improve user satisfaction by offering personalized assistance.
 - **Legal Compliance:** To adhere to applicable laws, regulations, and valid legal requests from governing authorities.
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3. Sharing Your Information

We value your privacy and do not share your personal data with third parties. Below are the specific scenarios in which your data may be utilized:

3.1 Internal Use:

- Your data is used strictly within our organization to facilitate service delivery, improve performance, and enhance user experience.

3.2 Legal Obligations:

- We may disclose your information to comply with legal obligations, such as responding to subpoenas, court orders, or other lawful requests.

3.3 Business Transfers:

- In the event of a merger, acquisition, or sale of assets, your personal data may be transferred to the involved parties as part of the transaction. You will be notified of such changes.

3.4 With Your Consent:

- We may use your data for specific purposes if you provide explicit consent. However, your data is never shared externally for marketing or unrelated purposes.
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4. Data Retention

Your personal data is retained only for as long as it is necessary to fulfill the purposes outlined in this Privacy Policy. Retention periods may also depend on legal, regulatory, or contractual obligations. When your information is no longer needed, we take measures to securely delete or anonymize it to ensure it cannot be reconstructed or accessed.

5. Data Security

We employ a comprehensive set of technical, administrative, and physical safeguards to protect your data from unauthorized access, disclosure, or misuse. These measures include encryption, access controls, regular security audits, and staff training. While we strive to implement robust security protocols, no system is entirely infallible, and we cannot guarantee absolute security.

6. Your Privacy Rights

Depending on your jurisdiction, you may have specific rights regarding your personal data, including:

- **Access:** The right to request details about the personal data we hold about you.
- **Rectification:** The right to correct inaccurate or incomplete information.
- **Erasure:** The right to request deletion of your data, subject to legal or contractual restrictions.
- **Restriction:** The right to request limitations on how your data is processed.
- **Objection:** The right to object to data processing for specific purposes, such as direct marketing.
- **Data Portability:** The right to receive your data in a structured, machine-readable format and transfer it to another service provider.

To exercise your rights, please contact us at stefankermer@dione.protocol.com. We may request additional verification to confirm your identity before processing your request.

7. Cross-Border Data Transfers

As a global organization, we may transfer your personal data to locations outside your country of residence. Such transfers are conducted in compliance with applicable legal frameworks, and we implement appropriate safeguards, such as standard contractual clauses, to ensure your data remains protected regardless of location.

8. Children's Privacy

Our Services are not intended for children under the age of 13. We do not knowingly collect or solicit personal information from minors. If we discover that we have inadvertently collected data from a child under 13, we will take immediate steps to delete the information from our records.

9. Changes to This Privacy Policy

We reserve the right to amend this Privacy Policy as necessary to reflect changes in our practices or comply with evolving legal requirements. Updates will be effective as of the "Last Updated" date at the top of this document. We encourage you to review this Privacy Policy periodically to stay informed.

10. Contact Us

If you have any questions, concerns, or complaints regarding this Privacy Policy or how we handle your personal data, please feel free to contact us:

Email: stefankermer@dione.protocol.com

Mail: Newark, Delaware, Newark, DE 19711, United States

We are dedicated to addressing your privacy concerns promptly and effectively to ensure your trust and satisfaction.