

# PRIVACY POLICY – PAGCRYPTO

## 1. INTRODUCTION

**PAGCRYPTO** is committed to ensuring the privacy and security of its clients, partners, and users. This **Privacy Policy** details how we collect, store, share, and use your personal data, in compliance with the **General Data Protection Law (LGPD – Law No. 13.709/2018)**.

By using **PAGCRYPTO** services, the user declares to be over **18 years old** and fully accepts the terms of this Privacy Policy.

## 2. IMPORTANT DEFINITIONS

- **USER:** A person who accesses or interacts with **PAGCRYPTO**'s features.
- **ACCOUNT:** The profile of the USER on the **PAGCRYPTO** platform, containing their registration data.
- **WALLET:** A digital resource used by the USER to store, send, and receive crypto assets. In non-custodial wallets, the USER has full control over their private keys. In custodial wallets, custody may be managed by third parties under the platform's terms.
- **STRAUCORP TECNOLOGIA:** The company responsible for managing and developing **PAGCRYPTO**.
- **COOKIES:** Small files that collect information about the user's browsing activity.
- **PERSONAL DATA:** Any information that identifies or may identify an individual.
- **DATA CONTROLLER:** The person or entity designated to act as a communication channel with the **National Data Protection Authority (ANPD)**.
- **CONSENT:** The user's free, informed, and unequivocal agreement with the use of their personal data.

## 3. LEGAL BASIS FOR DATA PROCESSING

The processing of personal data by **PAGCRYPTO** is based on one or more of the following legal grounds, as provided in Article 7 of the **LGPD**:

- **User consent** – When the user expressly accepts this Privacy Policy during registration.
- **Contract execution** – To provide the contracted services and products.
- **Compliance with legal or regulatory obligations** – To meet government and regulatory agency requirements.

- **Legitimate interest** – To ensure platform security, prevent fraud, and improve user experience.

## 4. COLLECTION OF PERSONAL INFORMATION

### 4.1. WHAT INFORMATION DO WE COLLECT?

We may collect personal data from users through:

- Registration forms and interactions on the **PAGCRYPTO** platform.
- Website and social media interactions.
- Automated technologies, such as **Cookies**.

The data collected includes:

- **Identification data:** Full name, CPF (Brazilian taxpayer ID), email, phone number, residential address.
- **Financial data:** PIX key, crypto wallet address, debit/credit card number.
- **Security data:** IP address, photos for identity verification (selfie), document copies, and proof of residence.

### 4.2. HOW DO WE USE THIS INFORMATION?

Collected data is used for:

- **Providing services** – Authentication, identification, and transaction processing.
- **Fraud prevention** – Risk and security analysis.
- **Customer support** – Problem resolution and technical assistance.

## 5. DATA SHARING

**PAGCRYPTO DOES NOT share personal data with companies abroad.**

Data may only be shared with:

- **Service providers and suppliers**, such as payment processors and fraud prevention agents.
- **Legal and regulatory authorities**, when required by law.
- **STRAUCORP TECHNOLOGY Group companies**, for product development and service improvements.

**Transaction data is encrypted**, ensuring security and integrity of the information.

## 6. DATA STORAGE AND RETENTION

**PAGCRYPTO** stores users' personal data **only for as long as necessary** to fulfill the purposes set out in this Policy, in compliance with legal deadlines.

The **USER** may request the deletion of their data at any time.

### Exceptions:

- Data may be retained to comply with **legal obligations**.
- Information necessary to **prevent fraud** may be kept for a longer period.

## 7. USER RIGHTS

Users have the following rights under the **LGPD**:

- **Access to data** – Request details on the processed data.
- **Data correction** – Update or correct incorrect information.
- **Data deletion** – Request the removal of stored personal data.
- **Data portability** – Receive data in a structured format.
- **Consent withdrawal** – Revoke consent at any time.

### Contact channels to exercise your rights:

- **Live chat on the website**
- **Discord**
- **Email:** suporte@pagcrypto.finance

We commit to responding to user requests **within a maximum of 15 days**.

## 8. COOKIES AND SIMILAR TECHNOLOGIES

We use **cookies** to enhance the user experience. The types of cookies include:

- **Essential** – Required for the website to function properly.
- **Analytical** – Collect browsing data to improve performance.
- **Marketing** – Used to personalize advertisements.

Users can manage their cookie preferences directly in their browser settings.

## 9. CHANGES TO THE PRIVACY POLICY

**PAGCRYPTO** may update this Policy at any time. All changes will be notified through:

- **Our social media channels**
- **Discord**

All previous versions of the **Privacy Policy** will be available in our repository:

- **GitHub**

If a user disagrees with the updates, they may request to close their account.

## **10. CONTACT US**

If you have any questions about this Privacy Policy or need to exercise any rights, contact us through the following channels:

- **Live chat on the website**
- **Discord**
- **Email:** suporte@pagcrypto.finance

**Last revised on:** December 11, 2024.