

TradePal AI Terms of Service & Privacy Policy

Terms of Service

Last Updated: January 1, 2024

1. Acceptance of Terms

By accessing or using TradePal AI services, you agree to be bound by these Terms of Service and all applicable laws and regulations. If you do not agree with any of these terms, you are prohibited from using or accessing this service.

2. Use License

Permission is granted to temporarily access TradePal AI services for personal or commercial use only. This is the grant of a license, not a transfer of title, and under this license you may not: modify or copy the materials; use the materials for any commercial purpose without proper licensing; attempt to reverse engineer any software; remove any copyright or proprietary notations.

3. Service Availability

We strive to maintain 99.9% uptime for Professional plans and 99.99% for Enterprise plans. However, we do not guarantee uninterrupted access and reserve the right to modify or discontinue services with reasonable notice.

4. User Responsibilities

Users are responsible for maintaining the confidentiality of their API keys and account credentials. You agree not to use the service for any unlawful purpose or in any way that could damage, disable, or impair the service.

Privacy Policy

Data Collection

We collect information you provide directly, including name, email, payment information, and API usage data. We also automatically collect technical information such as IP addresses, browser types, and access times.

Data Usage

Your data is used to provide and improve our services, process payments, send important updates, and comply with legal obligations. We never sell your personal information to third parties.

Data Security

We implement industry-standard security measures including encryption at rest and in transit, regular security audits, and access controls. All data is stored in SOC 2 Type II certified data centers.

Data Retention

We retain your data for as long as your account is active or as needed to provide services. After account deletion, personal data is removed within 90 days, except where required by law.

GDPR Compliance

For European users, we comply with GDPR requirements. You have the right to access, correct, delete, or export your personal data. Contact privacy@tradepal-ai.com to exercise these rights.

Cookies and Tracking

We use essential cookies for authentication and session management. Optional analytics cookies help us improve the service. You can control cookie preferences in your browser settings.

Contact Information

For questions about these policies, contact: legal@tradepal-ai.com or mail to TradePal AI Legal Department, 123 Tech Street, San Francisco, CA 94105, USA.