

# Privacy Policy for the TradersPH Super App

Last Updated: October 19, 2025

## Our Commitment to Your Privacy

Welcome to the TradersPH community. Your privacy is a top priority for us. This Privacy Policy outlines how we collect, use, protect, and handle your personal information when you download, register for, and use our TradersPH Super App (the "App") and its related services. Our goal is to be completely transparent about our data practices in a way that is easy to understand.

By downloading, registering for, or using our App and services, you agree to the collection and use of information in accordance with this policy.

## 1. Information We Collect

To provide and continuously improve our services, we collect the following types of information:

### a. Information You Provide Directly:

- **Personal Identification Information:** First Name, Last Name, Email Address.
- **Contact Information:** Mobile Number.
- **Account Information:** Username, and optionally, a profile picture.
- **Affiliation Information:** Affiliate Code (if applicable).
- **Support Communications:** Any information, including messages and attachments, that you share when you contact our support team through the in-app chat or other channels.

### b. User-Generated Content:

- **Community Engagement:** We collect the messages, posts, comments, and other content you create and share within the app's dedicated community channels and groups.

### c. Information About Your App Usage:

- **Activity Data:** We collect information on your engagement within the App, such as the free forex courses you access, the strategy channels you join, and the features you use.

### d. Technical Information:

- **Device Information:** We may collect basic information about your mobile device, such as the operating system version, device model, and unique device identifiers for purposes like crash reporting and ensuring app compatibility.

- **Usage Data:** We collect aggregated, anonymous data about how you interact with our App to help us diagnose problems and improve the user experience.

## 2. How We Use Your Information

We use the information we collect for the following specific and necessary purposes:

- **To Provide & Personalize Our Services:** To create and manage your account, grant you access to specific strategy channels, deliver educational content like our forex courses, and personalize your in-app experience.
- **For Community Management & Engagement:** To facilitate discussions within community channels, moderate content to ensure a safe environment, and manage group memberships.
- **For Communication & Support:** To send you important notifications about your account or our services, and to respond to your inquiries and provide technical support through the in-app chat feature.
- **For App Improvement & Analytics:** To understand how our members use the App, identify popular features, diagnose technical issues, and develop new features to enhance the member experience.
- **For Affiliate Tracking:** The Affiliate Code you use during registration is solely for tracking and attributing commissions to the community leaders who contribute to our growth.

## 3. Data Security & Payments

- **Data Security:** We are committed to protecting your data. All collected personal information is stored securely on servers with restricted access and is only accessible to authorized team members for community and account management purposes. We implement appropriate technical and organizational measures to safeguard your information.
- **Payment Processing:** We do not collect or store any of your sensitive payment information (like credit card numbers) on our servers. All payment transactions are processed directly through our secure, PCI-DSS Level 1 certified payment gateway (e.g., Maya).

## 4. Data Sharing and Disclosure

We do not sell, trade, or rent your personal identification information to others. Your information is only shared in the following limited circumstances:

- **With Payment Gateways:** To securely process your subscription payments.
- **With Community Leaders:** To verify commissions based on the affiliate code used during registration.
- **With Third-Party Service Providers:** We may work with trusted partners who provide services such as cloud hosting, data analytics, and customer support platforms. These providers are contractually obligated to protect your data and are not permitted to use it for any other purpose.

- **For Legal Reasons:** We may disclose your information if required to do so by law or in response to valid requests by public authorities.

## 5. Your Data Rights

You have the right to control your personal information. You have the right to:

- **Know:** Be informed about how your data is collected and used, as outlined in this policy.
- **Access:** Request a copy of the personal information we hold about you.
- **Correct:** Request the correction of any inaccurate or incomplete information we hold about you.
- **Delete:** Request the deletion of your account and personal data, subject to any legal or operational retention requirements.

To exercise any of these rights, please contact us through our official support channels within the App.

## 6. Changes to This Privacy Policy

We may update our Privacy Policy from time to time as our App evolves. We will notify you of any significant changes by posting the new Privacy Policy within the App and updating the "Last Updated" date at the top. We encourage you to review this Privacy Policy periodically.

## 7. Contact Us

If you have any questions about this Privacy Policy, please do not hesitate to contact us through the official support channels within the TradersPH app.