

TRADE QUBE

PRIVACY POLICY

Last Updated: July 24, 2026

Trade Qube Corp. (“Trade Qube,” “we,” “us”) respects your privacy. This Policy explains what we collect, why, and what choices you have when you use trade-qube.com and our mobile applications (the “Service”).

1. Summary

We collect very little about you. We use your phone number (and, in the future, your email address) to sign you in. We do not use passwords, and we never see or store your credit card number, bank account, or Social Security number. We do not sell your personal information.

If you use the Service from outside the United States, your data is transferred to and processed in the United States under the safeguards described below.

2. Who Is Responsible for Your Data

Trade Qube Corp. is the controller of your personal data. For questions or to exercise your rights, contact us at customer@trade-qube.com.

3. Information We Collect

- **Contact Identifier:** This includes mobile phone number and email address (in future). We use this information for account creation, one-time-code authentication, and service notices.
- **Communications:** This includes messages you send to support and our replies. We use this information for responding to and documenting support requests.

We do not collect or store passwords, Social Security numbers, government ID numbers, financial account numbers, brokerage credentials, or payment card numbers.

Information Collected Automatically:

- **Device and technical data:** IP address, device type and model, operating system and version, app version, mobile device identifiers, browser type, language, and time zone.
- **Usage data:** pages and screens viewed, features and Outputs accessed, tickers viewed, session times and duration, referring URLs, and interactions with alerts.
- **Diagnostics:** crash reports, error logs, and performance data.

Information From Third Parties:

- Payment processors (Apple, Google, and card gateways) confirm to us that a payment succeeded and tell us your subscription tier, status, and renewal date. They do not give us your full card number.
- App stores provide download, subscription, and refund records.
- Analytics and infrastructure providers provide the technical and usage data described above.

4. How We Use Information

We use the information above to: create and authenticate your account; deliver and personalize the Service; process subscriptions and renewals through our processors; send verification codes, transactional messages, and service announcements; provide customer support; monitor, secure, debug, and improve the Service; detect and prevent fraud, abuse, unauthorized access, scraping, and violations of our Terms; produce aggregated and de-identified statistics; and comply with law and enforce our agreements.

We use aggregated or de-identified data, which is no longer personal information, for product development and analytics, and we do not attempt to re-identify it.

5. Legal Bases for Processing (EEA/UK Users)

If you are in the EEA or UK, we process your personal data on the following legal bases:

- **Performance of a contract:** to create and authenticate your account, deliver the Service, and process your subscription. Without this data we cannot provide the Service.
- **Legitimate interests:** to secure, debug, and improve the Service, prevent fraud and abuse, and produce aggregated analytics. We balance these interests against your rights and do not use this basis where your interests override ours.
- **Legal obligation:** to comply with tax, accounting, and other legal requirements.
- **Consent:** for any optional processing that requires it, such as non-essential cookies or marketing messages. You may withdraw consent at any time, without affecting processing already carried out.

6. How We Share Information

We share personal information only as follows:

- Service providers who work on our behalf under contract and may use the information only for us: cloud hosting, SMS and email delivery, analytics, crash reporting, customer support, and fraud prevention.
- Payment processors, which handle payment data under their own privacy policies (Apple, Google, and card gateways).

- Legal and safety: when required by law, subpoena, court order, or governmental request; to enforce our Terms; or to protect the rights, property, or safety of Trade Qube, our users, or others.
- Corporate transactions: in connection with a merger, acquisition, financing, reorganization, or sale of assets, subject to this Policy or notice of any material change.
- With your direction or consent.

We do not sell your personal information, and we do not share it for cross-context behavioral advertising.

7. Payments

All payments are processed by third parties, including Apple Pay, Google Pay, and credit card gateways. Trade Qube does not receive, transmit, or store your full payment card number, CVV, or bank account credentials on its servers. Payment information you provide to a processor is governed by that processor's privacy policy.

8. SMS and Email Messaging

We send one-time verification codes and transactional service messages to the phone number or email address on your account. Message and data rates may apply. You may reply STOP to opt out of SMS, though doing so may prevent you from signing in.

Mobile opt-in data and consent are not shared with any third party for marketing purposes. Phone numbers are disclosed only to the messaging provider that delivers our codes and messages, solely for that purpose.

You may opt out of promotional email at any time via the unsubscribe link. You cannot opt out of transactional messages relating to your account, security, or billing while your account is active.

9. International Data Transfers

We operate from the United States, and our service providers may process data in the United States and elsewhere. When we transfer personal data out of the EEA or UK, we rely on appropriate safeguards, including the European Commission's Standard Contractual Clauses (and the UK International Data Transfer Addendum where applicable), together with supplementary measures where needed. You may request a copy of the relevant safeguards by contacting us at customer@trade-qube.com.

10. Data Retention

We keep your phone number, email address, and account content for as long as your account is active and for up to 24 months after you close it, to handle billing disputes, fraud, and legal claims. Log, diagnostic, and usage data is retained for up to 12 months. We retain records longer

where required by law or where reasonably necessary to establish or defend legal claims. We then delete or de-identify the information.

11. Security

We use administrative, technical, and physical safeguards appropriate to the sensitivity of the data we hold, including encryption in transit, access controls, and passwordless authentication. Because we do not store passwords or payment card numbers, a compromise of our systems would not expose those credentials. No system is completely secure, and we cannot guarantee absolute security.

12. Your Privacy Rights

You may request access to, correction of, or deletion of your account information, or close your account, at any time by emailing [**customer@trade-qube.com**](mailto:customer@trade-qube.com) from the address on your account or contacting us from within the app. We will verify your request using the phone number or email associated with your account.

California residents. You have the right to know what personal information we collect, use, and disclose; to request deletion; to request correction; to opt out of sale or sharing (we do not sell or share); to limit use of sensitive personal information (we do not collect it); and not to be discriminated or retaliated against for exercising these rights. You may make a request through the contacts below or by an authorized agent with written authorization. We will confirm receipt within 10 business days and respond within 45 calendar days, extendable by an additional 45 days with notice.

EEA and UK residents. You have the right to access your personal data; to rectify inaccurate data; to erase data (“right to be forgotten”); to restrict or object to processing, including processing based on our legitimate interests; to data portability; and to withdraw consent at any time where processing is based on consent. Where we rely on legitimate interests, you may object on grounds relating to your particular situation. You also have the right to lodge a complaint with your local data protection supervisory authority; we ask that you contact us first so we can try to resolve the matter. We will respond to requests within one month, extendable by two further months for complex requests, and we do not charge a fee except where permitted. We will not discriminate against you for exercising these rights.

Trade Qube has not sold or shared personal information, and has not disclosed sensitive personal information for purposes requiring a limitation right, in the preceding 12 months.

13. Children

The Service is not directed to and may not be used by anyone under 18. We do not knowingly collect personal information from anyone under 18. If we learn we have, we will delete it. Contact [**customer@trade-qube.com**](mailto:customer@trade-qube.com) if you believe a minor has provided us information.

14. Contact and Changes

Questions, requests, or complaints: **customer@trade-qube.com**

We may update this Policy. Material changes take effect on the “Last Updated” date above, and we will provide notice by email, in-app notice, or a prominent notice on the site. Continued use after the effective date constitutes acceptance.