Privacy Policy

Last updated: 23 October 2026

This Privacy Policy explains how CrypTins ("we", "us") collects, uses, shares and protects personal data when you visit cryptins.com, submit an application or use the CrypTins merchant services (the "Services").

1. Who is responsible for your data

The operator of CrypTins is the controller of the personal data described in this Policy. Questions and requests about personal data can be sent to info@cryptins.com.

2. Data we collect

- **Application data:** name, email address, messenger handle, country, company or project name, website, business type, expected volumes and any information you write in the application form.
- **Account data:** login email, security settings, two-factor authentication status, API key metadata and account preferences.
- **Verification data:** identity document data and images, a selfie or liveness check, date of birth, nationality, address and, where required, proof of address and source of funds information.
- **Transaction data:** amounts, assets, networks, blockchain addresses, transaction hashes, order identifiers and statuses of Invoices, Static Wallet deposits and Payouts.
- **Technical data:** IP address, browser and device information, log-in history and API request logs.
- **Communications:** messages you send to our support and compliance teams.

We do not intentionally collect data about your Customers beyond what is needed to process their payments, such as blockchain addresses and order identifiers you send to us.

3. Why we use your data

- To review your application and decide whether to open a Merchant Account — to take steps at your request before entering into a contract.
- To provide the Services: open and maintain your account, process payments and Payouts, send notifications — performance of a contract.
- To verify your identity, screen against sanctions and politically exposed persons lists, monitor transactions and keep records — compliance with legal obligations.
- To prevent fraud, secure accounts and investigate misuse — our legitimate interests.

- To answer your requests and send service messages — performance of a contract and our legitimate interests.
- To send product news, only where you have agreed to receive it — consent, which you can withdraw at any time.

4. Who we share data with

We share personal data only as necessary, with:

- identity verification and AML screening providers;
- blockchain analytics providers;
- hosting, infrastructure, email and support tool providers;
- professional advisers such as lawyers and auditors;
- competent authorities, courts and law enforcement, where required by law.

Our service providers act on our instructions and are bound by confidentiality and data protection obligations. We do not sell personal data.

5. International transfers

Our service providers may process data outside your country. Where this happens we use appropriate safeguards, such as standard contractual clauses or equivalent mechanisms recognised by applicable law.

6. How long we keep data

- Verification and transaction records: for at least five years after the end of our business relationship, or longer where required by law.
- Applications that did not result in an account: up to 12 months.
- Technical logs: up to 12 months, unless needed for a security investigation.

7. Your rights

Depending on applicable law, you may have the right to access your data, correct it, request its deletion, restrict or object to its processing, receive it in a portable format and withdraw consent. To exercise these rights, write to info@cryptins.com. Some data cannot be deleted while we are legally required to keep it. You may also lodge a complaint with your local data protection authority.

8. Cookies and browser storage

The website uses only essential cookies and browser storage needed for it to work, such as remembering that you have closed the cookie notice and keeping a local copy of an application you submitted. We do not use advertising cookies. You can clear or block cookies and browser storage in your browser settings.

9. Security

We protect personal data with encryption in transit and at rest, role-based access, logging of access to sensitive data and regular review of our security measures. No system is completely secure, so you should also protect your credentials and devices.

10. Children

The Services are not intended for persons under 18 years old, and we do not knowingly collect their data.

11. Changes to this Policy

We may update this Policy from time to time. The current version is always available at cryptins.com. We will inform Merchants of material changes.

12. Contact

For privacy requests and any other questions, contact us at info@cryptins.com.
