

Privacy Policy

Effective Date: April 25, 2026 Last Updated: April 25, 2026

Genesis Go International LLC ("Genesis Go," "we," "us," or "our") respects your privacy. This Privacy Policy describes what information we collect, how we use it, when we share it, and the rights you have over your information when you access or use GenesisGo.io, www.GenesisGo.io, our software, or any related Services (collectively, the "Services").

By using the Services, you agree to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree, do not use the Services.

This Privacy Policy is incorporated by reference into our Terms of Service and Disclaimer.

1. Who We Are

Genesis Go International LLC is the data controller responsible for your personal information.

Contact: support@genesisco.io Web: GenesisGo.io

2. Information We Collect

We collect only the information needed to provide, secure, and improve the Services. We never collect your trading account credentials, broker passwords, exchange logins, wallet private keys, or seed phrases — and we will never ask for them.

2.1 Information You Provide

When you interact with the Services, you may provide:

- *Account information: name, email address, username, country*
- *Payment information: the cryptocurrency wallet address you send from, transaction hash, asset type, network, and amount. We do not collect or store credit card numbers, bank details, or government-issued ID unless you voluntarily provide them in support correspondence.*
- *Communications: messages, support tickets, emails, community posts, and any content you submit*
- *Marketing preferences: opt-in status for newsletters or product updates*

2.2 Information Collected Automatically

When you use the Services, we automatically collect:

- *Device and technical data: IP address, browser type and version, operating system, device identifiers, screen size, language settings*
- *Usage data: pages viewed, links clicked, time on page, referral source, session duration, software version, license activation events*
- *Cookies and similar technologies: see Section 8*

2.3 Information from Third Parties

We may receive information from:

- *Crypto payment processors and blockchain analytics providers (for sanctions screening and payment confirmation)*
- *Authentication providers (if you sign in via a third-party login)*
- *Analytics providers (such as Google Analytics or similar tools)*
- *Community platforms (Telegram, Discord, Skool, etc., subject to their own privacy policies)*
- *Affiliates or referrers who direct you to us*

2.4 Information We Do Not Collect

We do not collect, request, or have access to:

- *Your trading account login credentials*
 - *Your broker or exchange passwords or API keys*
 - *Your wallet private keys, seed phrases, or recovery phrases*
 - *Your trading account balances, positions, or transaction history*
 - *Your bank account or credit card information*
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3. How We Use Your Information

We use your information to:

- *Provide, operate, deliver, and maintain the Services*
- *Process cryptocurrency payments and verify on-chain transactions*
- *Activate and manage software licenses*
- *Communicate with you about your account, purchases, support requests, updates, and security notices*
- *Send marketing communications (only if you opt in; you can unsubscribe at any time)*
- *Personalize and improve the Services*
- *Detect, investigate, and prevent fraud, abuse, security incidents, and unlawful activity*
- *Comply with legal obligations, including sanctions screening (OFAC, EU, UK, UN), tax, and recordkeeping requirements*
- *Enforce our Terms of Service and Disclaimer*
- *Defend our legal rights and the rights of others*

We do not sell your personal information.

4. Legal Bases for Processing (EU/UK Users)

If you are in the European Economic Area, United Kingdom, or Switzerland, we process your personal information under one or more of the following legal bases under the GDPR / UK GDPR:

- *Contract: to deliver the Services you purchased*
 - *Legitimate interests: to operate, secure, and improve the Services and prevent fraud*
 - *Consent: for marketing emails, certain cookies, and where required by law (you can withdraw consent at any time)*
 - *Legal obligation: to comply with applicable laws, sanctions, and regulatory requirements*
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5. How We Share Information

We share your information only as described below. We do not sell personal information.

5.1 Service Providers

We share information with vendors who perform services on our behalf, including:

- *Cloud hosting and infrastructure providers*
- *Email and communication providers*
- *Crypto payment processors and blockchain analytics services*
- *Customer support platforms*
- *Analytics providers*
- *Fraud prevention and security services*

These providers are bound to use your information only to provide services to us.

5.2 Legal & Compliance

We may disclose information when we reasonably believe it is necessary to:

- *Comply with a law, regulation, subpoena, court order, or government request*
- *Comply with sanctions, anti-money-laundering, or counter-terrorism obligations*
- *Enforce our Terms of Service, Disclaimer, or other agreements*
- *Protect the rights, property, or safety of Genesis Go, our users, or the public*
- *Detect, investigate, or prevent fraud, security incidents, or illegal activity*

5.3 Business Transfers

If Genesis Go is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets, your information may be transferred as part of that transaction. We will notify you and provide choices where required by law.

5.4 With Your Consent

We may share information with third parties when you have given us your consent to do so.

5.5 Aggregated or De-Identified Data

We may share aggregated or de-identified information that cannot reasonably be used to identify you.

6. Blockchain & Cryptocurrency Payments

When you pay in cryptocurrency, you should understand:

- *Blockchain transactions are public and permanent. The wallet address you send from, the amount, and the transaction hash are visible on the public blockchain forever. We have no ability to alter, delete, or anonymize this information.*
 - *We retain transaction records (hash, asset, network, amount, time, associated user) for accounting, tax, fraud-prevention, and sanctions-compliance purposes.*
 - *We may use blockchain analytics services to screen wallet addresses against sanctions lists and known illicit-activity databases.*
 - *We do not control, hold, or have access to your wallet, private keys, or seed phrases.*
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7. Data Retention

We retain personal information only as long as necessary to:

- *Provide the Services and fulfill the purposes described in this Policy*
- *Comply with legal, tax, accounting, and regulatory obligations (typically up to 7 years for financial records)*
- *Resolve disputes and enforce our agreements*
- *Defend against legal claims*

When information is no longer needed, we delete or anonymize it. Blockchain transaction records cannot be deleted from the underlying blockchain.

8. Cookies & Tracking Technologies

We use cookies, local storage, pixels, and similar technologies to:

- *Keep you signed in*
- *Remember preferences*
- *Measure usage and performance*
- *Detect fraud and abuse*
- *Deliver and measure marketing (where applicable)*

You can control cookies through your browser settings. Disabling cookies may limit functionality of the Services. Where required by law, we present a cookie banner to obtain your consent for non-essential cookies.

9. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect your information, including encryption in transit (TLS/HTTPS), access controls, and monitoring. However, no system is perfectly secure. We cannot guarantee absolute security, and you use the Services at your own risk. You are responsible for maintaining the security of your own credentials, devices, and wallets.

If we become aware of a breach affecting your personal information, we will notify you and applicable authorities as required by law.

10. International Data Transfers

Genesis Go is based in the United States. If you access the Services from outside the United States, your information will be transferred to, stored in, and processed in the United States and other countries that may have different data protection laws than your jurisdiction. By using the Services, you consent to this transfer.

Where required (e.g., transfers from the EEA/UK), we rely on appropriate safeguards such as Standard Contractual Clauses.

11. Your Rights & Choices

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- *Access — request a copy of the personal information we hold about you*
- *Correction — request that we correct inaccurate or incomplete information*
- *Deletion — request that we delete your personal information (subject to legal retention requirements)*
- *Restriction — request that we limit how we use your information*
- *Objection — object to certain processing, including direct marketing*
- *Portability — request a portable copy of certain information*

- *Withdraw consent* — withdraw consent where processing is based on consent
- *Lodge a complaint* — file a complaint with your local data protection authority

To exercise any right, email support@genesisco.io. We may need to verify your identity before fulfilling a request. We will respond within the time required by applicable law.

11.1 California Residents (CCPA / CPRA)

If you are a California resident, you have specific rights under the California Consumer Privacy Act, including the right to know, delete, correct, and opt out of the "sale" or "sharing" of personal information. We do not sell or share personal information for cross-context behavioral advertising. You may exercise your rights by emailing support@genesisco.io.

11.2 EU/UK/EEA Residents (GDPR / UK GDPR)

You have the rights described above under the GDPR / UK GDPR. You may also lodge a complaint with your local supervisory authority.

11.3 Other Jurisdictions

Residents of other jurisdictions (including but not limited to Canada, Brazil, Australia) may have similar rights under applicable laws. Contact us to exercise them.

12. Children's Privacy

The Services are not intended for anyone under 18 years of age. We do not knowingly collect personal information from children. If we learn we have collected information from a child under 18, we will delete it. If you believe a child has provided us with information, contact support@genesisco.io.

13. Marketing Communications

If you opt in to marketing emails, you can unsubscribe at any time using the link in any email or by contacting support@genesisco.io. We may still send you transactional or service-related messages (purchase confirmations, security alerts, policy updates) regardless of your marketing preferences.

14. Third-Party Links & Services

The Services may link to or interact with third-party websites and services (TradingView, MetaTrader, brokers, exchanges, community platforms, etc.). This Privacy Policy does not apply to those third parties. We encourage you to review their privacy policies before providing information.

15. Do Not Track

Some browsers offer a "Do Not Track" signal. Because there is no industry consensus on how to interpret this signal, we do not currently respond to it. We otherwise honor the privacy choices described in this Policy.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The "Last Updated" date at the top reflects the most recent revision. Material changes may be communicated by email or notice on the Site. Your continued use of the Services after changes take effect constitutes acceptance of the updated Policy.

17. Contact Us

For questions, requests, or complaints regarding this Privacy Policy or your personal information:

Genesis Go International LLC Email: support@genesisco.io Web: GenesisGo.io | www.GenesisGo.io

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