

Privacy Policy

The website Crypque.in associated mobile and software applications (collectively called “Online Platform”) is operated by Crypque Pvt. Ltd (“We”, “Us”, “Company” or “Our”, which expression shall mean and include its licensor, affiliates, successors and assigns).

This Privacy Policy governs access and use of the Services (as defined in Terms of Use) on the electronic platforms, including the mobile application and/ or website, known as “Crypque.in”, collectively referred to as “Platform”. The Services (as defined in Terms of Use) are being provided by and the Platform is operated by Crypque Pvt. Ltd, a Private Limited Company incorporated under the Company Act, 2013.

Cryoque Pvt Ltd, is a private limited company incorporated under the laws of India and having its registered office at JMD MEGAPOLIS, Office No 257, Badshahpur Sohna Rd Hwy, Gurgaon 122018, Haryana, India (herein after referred to as “ Company” or “Crypque ” ,

This policy describes our policies and procedures for collection, use, processing, storage, disclosure and protection of your personal data and information, including, but not limited to, business, financial, or other sensitive personal data and information (individually and collectively referred to as ‘personal information’).

This policy constitutes a legal agreement between you, as the user of the platform, and us, as the provider of the services and operator of the platform. By registering your user platform account with us or by otherwise visiting / accessing the platform, you are hereby providing us your express consent to voluntarily providing us and allowing us to use, collect, access, process, store, disclose, transfer and protect the personal information in accordance with this policy. This policy does not apply to third-party platforms (which may have their own privacy policy or privacy notice) that are connected via links to the platform.

If you do not agree with this policy, please do not proceed further to use/ access this platform. Also, in the absence of an acceptance of the policy by you, we will not be able to provide, or continue providing, the services to you. Further, you will have the option to not provide your consent, or withdraw any consent given earlier, provided that the decision to not provide consent / withdrawal of the consent is intimated to us in writing. If you do not provide us personal information or withdraw the consent to provide us with any of your personal information at any point in time, we shall have the option not to provide the benefits or services for the purpose of which the said personal information was sought.

Your use of the platform and the services will be governed by this policy in addition to the terms of use as applicable to you. This policy is in accordance with the information technology act, 2000 and the relevant rules made thereunder.

“Specified Disclaimer: Crypto products are unregulated and can be highly risky. There may be no regulatory recourse for any loss from such transactions.”

1. Information Collected

We will use the information provided by You only in accordance with the purposes described in the Terms of Use, this Privacy Policy, the AML Policy, and as permitted under applicable laws.

You voluntarily share and We collect Your Personal Information or Non-Personal Information (as hereinafter defined) when You use the Platform and at the time of Your registration with the Platform, i.e. create a User Platform Account on the Platform to avail our Services. Further, You voluntarily share and We collect information from or about You during the performance of Services for You. We collect information with respect to Your name, email, address, IP Address and zip code, app ID, Your location, device ID, device location, device model, device manufacturer, device operating system, network carrier information or any other information as may prescribe by law or competent authority time to time. We may ask You to provide, or We may collect or receive any additional data or information about You or Your device from time to time (whenever we refer to You it will be deemed to include Your devices where You use the Platform or Services. You provide and share, and We seek, receive and collect all of the foregoing information in order to provide You the Services.

We may receive (either as a service provider or as an owner/fiduciary/controller) information about You if You use any other services or platforms that is owned, operated, or managed by Us, or our affiliates, group companies, partners, or other third parties. We also work with third parties (including, contractors, project partners, service providers, analytics providers) and may receive information about You from them. This may be combined with other information You provide to use to collect information about You as described below. We use this information to enhance your experience with Platform and the Service and to provide You with new features, content, or services on the Platform or Service, and otherwise in accordance with our Terms of Use, this Privacy Policy, and AML Policy.

We may use Your email address, phone number or other communication addresses or sources to send You information, administrative information, changes in account settings, to Our Services or for updating You on new policies and updates pertaining to Your order. Apart from this You will receive periodic emails or other communications or notifications that may relate to company news, related product, service information, etc. Email address or other communication addresses may also be used for responding to any of Your inquiries, questions, and/or any other requests. If You want to unsubscribe from receiving future emails from Us, please follow the “Unsubscribe” instructions.

Except as provided herein or as clearly disclosed to You at the time of collection, We do not solicit any Sensitive Personal Information about You. However, if You share such information with Us voluntarily, We will not be liable for any actions, claims, costs, expenses or other liabilities that may arise as a consequence of any unauthorized use or misuse of such information. During Your use of the Platform, You may share and We may collect, receive, use, and process such information from You, including but not limited to the below mentioned:

a. Personal Information:

“Personal Information” includes without limitation the following:

1. Information that You provide to Us by filling in forms on the Platform. This may include contact information such as name, email address, mailing address, phone number, pin code;
2. Information that You voluntarily provide when You write directly to Us (including by e-mail and surveys);
3. Know Your Customer (“KYC”) related information and documents and data that You provide to Us.
4. Information that You specifically provide access to while accepting the Terms and Conditions of use of the Platform.
5. Financial account information such as details of the accounts from and to which you make fiat currency transactions.
6. Your Platform’s internal wallet related data and information.
7. Details of any activities undertaken and transactions carried out by You using the Platform.

b. Non- Personal Information:

“Non-Personal Information” includes without limitation any information that does not reveal Your specific identity, such as, browser information, information collected through Cookies (as defined below), pixel tags and other technologies, demographic information etc. Our Platform receives, gathers and collects some information automatically when You visit the Platform and stores it in log files. We may collect certain information about Your computer or other electronic device and the related telecommunication network through which You have accessed the Platform to facilitate, evaluate and verify Your use of the Platform.

“Cookies” are small files that reside on Your computer’s hard drive and generally contain an anonymous unique identifier and are accessible only by the Platform that placed them there and not any other sites. You may refuse to accept Cookies by activating the setting on Your browser which allows You to refuse the setting of Cookies. However, if You select this setting You may be unable to access certain parts of the Platform. Unless You have adjusted Your browser setting so that it will refuse Cookies, Our system may issue Cookies when You log on to the Platform. The use of Cookies by Our partners, affiliates, advertisers or service providers is not covered by the Policy.

2. Use of the Information

We may use and process the information (both Personal Information or Non-Personal Information) provided by or collected from You from the following purposes:

1. provide and improve the Services offered to You through the Platform, or offer new services;

2. develop, enhance, market and promote various other products and services, and provide those product and services to you, either ourselves or from or by our affiliates, partners, group companies or other third parties;
3. undertake KYC checks and verifications;
4. establish and verify Your identity either on the Platform on a stand-alone basis, or where the Services are offered on a different version or feature of the Platform;
5. conduct research and analysis to detect, prevent, mitigate and investigate fraudulent or illegal activities;
6. analyse how the Platform is used, diagnose service or technical problems, maintain security;
7. help You efficiently use and access the Platform;
8. send You notifications, updated and newsletters;
9. monitor aggregate metrics such as total number of viewers, visitors, traffic, and demographic patterns;
10. for technology, product and market research purposes;
11. to enable Us to comply with any legal and regulatory obligations or requisition requests;
12. to enable Us to proactively communicate with law enforcement agencies or any other Government or judicial body in connection with any suspicious activities.

CHANGES TO THE POLICY

We may update this Policy from time to time with or without any notice to you. We encourage you to periodically review the Policy for the latest information on Our privacy practices.

GRIEVANCE OFFICER

Please address Your grievances, feedback or questions, without limitation, with respect to the collection, processing, usage, disclosure, security of Your information or on any element of this Policy, in writing to our Grievance Officer (presently, Mr. Sahil Behal) at support@crypque.in

or

To, Grievance Officer,

Re: Privacy Policy Office No 257, JMD MEGAPOLIS,

Badshahpur Sohna Rd Hwy, Gurgaon 122018, Haryana, India