

At CrossVerge Limited we are committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, and protect your personal data when you use our website and services.

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## 1. INFORMATION WE COLLECT

We may collect and process the following data:

- Personal identification information (e.g. name, email address, phone number)
- Financial information required to provide our services
- Transaction data
- Any information you provide when contacting us

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## 2. HOW WE USE YOUR INFORMATION

We use your data to:

- Provide and manage our services
- Process transactions
- Comply with legal and regulatory obligations
- Communicate with you

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## 3. LEGAL BASIS FOR PROCESSING

We process your personal data based on:

- Performance of a contract
  - Compliance with legal obligations
  - Legitimate interests
  - Your consent (where applicable)
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## 4. SHARING YOUR INFORMATION

We may share your data with:

- Our payment service provider, Currencycloud
- Regulatory authorities
- Service providers and partners

We ensure all third parties respect the security of your data.

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## 5. DATA RETENTION

We retain your personal data for a period of up to **5 years** after the end of our relationship with you. This is to comply with legal, regulatory, and anti-money laundering requirements.

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## 6. DATA SECURITY

We implement appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

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## 7. YOUR RIGHTS

You have the right to:

- Access your personal data
  - Request correction of inaccurate data
  - Request deletion of your data (where applicable)
  - Object to processing
  - Lodge a complaint with a supervisory authority
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## 8. COOKIES

Our website may use cookies to enhance user experience and analyse website traffic.

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## 9. CONTACT US

If you have any questions about this Privacy Policy, please contact us at: [info@crossverge.com](mailto:info@crossverge.com)