

PRIVACY POLICY

Gate.io is owned and operated by Gate Technology Inc. We respect and protect the privacy of you.

This **Privacy Policy** together with our **Gate.io User Agreement** governs the collection, processing and use of your personal data we collect from you, or that you provide to us when you access to our service or use our mobile app or api or other service.

Please take a moment to read this Privacy Policy carefully to understand what data we collect, how that data is used and the ways it can be shared by us.

If you do not wish for your data to be used in the ways described within this Privacy Policy then you should not access or use the site or use any of the services, functions, or features offered from time to time on the site.

1. What information do we collect?

We collect the personal data you provide directly to us or information generated when you create a gate.io account, perform any transactions on the gate.io exchange, or use other gate.io service. This may include:

Personal information, such as first and last name, home address, government issued identification, photographs, utility bill details or similar information;

Account information, such as username, password, email address, telephone number, account settings and preferences,

Transaction information, such as blockchain analytics information related to blockchain addresses you provide .

Financial information, such as bank account, bank statement, and trading information;

Information regarding the way in which you use our services, such as when and through which device you used our services and the specific services used; and

Information relating to communications with us, whether through the gate.io support ticket , chatroom, e-mail, or via any other medium.

Some information is collected automatically by our servers:

Our servers (which may be hosted by a third party service provider) collect information from you, including your browser type, operating system, Internet Protocol address, domain name, and/or a date/time stamp for your visit.

We may use cookies to collect information, such as transnational data and other session data linked to your account.

we may collect personal data from third party partners and public sources.

2. How does gate.io use the information it collects?

We may use your personal data to:

- (1) establish and maintain a responsible commercial relationship with you and notify you about important changes on our service,
- (2) understand your needs and your eligibility for products and services and improve the quality of experience when you interact with our site and Services;
- (3) identify you and perform identity verification through a service provider and identify, prevent, and report potentially suspicious, fraudulent, or illegal activities;
- (4) analyse gate.io website usage, and improve our website and services.
- (5) better respond to your customer service requests and support needs.

Marketing

(1) Promotional offers from us

We may occasionally communicate news, updates, promotions, contest, survey and related information relating to products and services provided by Gate.io.

We may share personal data with third parties to help us with our marketing and promotional projects, or sending marketing communications.

(2) Third-party marketing

We will get your express consent before we share your personal data with any third party for marketing purposes.

3. How does Gate.io share your personal data it collects?

We will only disclose your personal data in the following circumstances pursuant to applicable laws:

- (1). disclose your information to yourself or a third party with your consent.
- (2). disclose your information with your consent so that you may use products or services
- (3). disclose or share your information to comply with our legal obligations to authorities stipulated by laws and regulations, including without limitation to, administrative authorities and financial authorities.
- (4). when we believe, in our sole discretion, that the disclosure of your information is necessary to prevent physical harm or financial loss, to report suspected illegal activity, or to investigate violations of or enforce our user agreements or other policies and agreements.

4. Transfer of your personal data

For users in European Union, we may transfer your personal data outside of the European Union to wherever gate.io facilities or service providers are located.

5. How does Gate.io use cookies and similar technology?

Information collected from cookies or similar technology is used by us to evaluate the effectiveness of our site, analyze trends, and administer the platform.

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

Cookies can be categorized as follows:

Strictly Necessary cookies - these are used for technical reasons and are necessary to enable our service operate efficiently.They include, for example, cookies that help us to debug any errors.

Functionality cookies - these are used to improve the functionality of our service. They help us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Analytical - these record your visit to our service, the pages you have visited and the links you have followed. We will use this information to make our service and the advertising displayed on it (if any) more relevant to your interests. We may also share this information with third parties for this purpose.

You can disabling cookies on your browser. However, if you use your browser settings to block cookies that are strictly necessary you may not be able to access all or parts of our services.

6. What security precautions does Gate.io take to protect you

We implement reasonable security practices to help protect the security of your personal data including data encryption technology and restrictions related to ability to access your personal data.

You are responsible for keeping your account password, phone number, 2fa code,API key and secret and email address safe and secure.Do not share those with anyone.

7.Retention of personal data

We retain personal data for as long as necessary subject to our legal and regulatory obligations. In accordance with our record keeping obligations, we will retain account and other personal data for at least five years (and some up to ten years, as required by applicable law) after an account is closed.

8.Your legal rights:

You have certain rights concerning your personal data.

Request access:You may access and verify your personal data held by gate.io by submitting a written request to gate.io.

Request correction:You are entitled to request to correct any incomplete or inaccurate personal data we hold about you.

Request deletion: you are entitled to ask us to delete or remove personal data in certain circumstances. There are also certain exceptions where we may refuse your request, for example, where the personal data is required for compliance with law or in connection with claims.

Object to processing: you have the right to object to the processing of your Personal Data where we are relying on a legitimate interest (or those of a third party) and there is something about

your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

Request to transfer: you may request the transfer of certain of your personal data to another party.

Withdrawal of consent: This applies where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

No fee usually required.

No fee is charged to access your personal information or to exercise any of your other rights. However we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your rights to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one week. Occasionally it may take us longer time if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

11. Contacting Us

If you have any questions about our Privacy Policy, please contact us: support@mail.gate.io