

# PRIVACY POLICY

## Charli3 Cardano Token Data API

**Effective Date:** June 23 2025

This Privacy Policy explains how **Charli3.io**, acting on behalf of **DataLedger Global Solutions Inc.** (“**DataLedger**,” “**we**,” “**our**,” or “**us**”), collects, uses, discloses, and protects personal information when you access or use the Charli3 Cardano Token Data API (the “**Service**”). By registering an account or using the Service, you consent to the practices described below.

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## 1. Who We Are

The Service is a **joint venture between Steelswap.io and Charli3.io**. It is operated by **DataLedger Global Solutions Inc.**, Suite 250, 997 Seymour Street, Vancouver, British Columbia V6B 3M1, Canada. **Customer support is handled by Charli3.io, and all user data is processed and protected by C3 Oracle International Ltd., dba Charli3 Oracles**, as described in this document.

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## 2. Information We Collect

We collect only information necessary to provide, secure, and improve the Service:

- **Account Information** — name (if provided), e-mail address, and authentication credentials (e-mail or SSO).
- **Billing Data** — plan tier, usage volume, and related metadata processed by Stripe (**we never store full payment-card details**).
- **Technical & Usage Data** — IP address, API requests, timestamps, cookies, device/browser details, and error logs for diagnostics, analytics, and abuse detection.

We do **not** collect sensitive personal data such as government-issued IDs, precise geolocation, or biometric identifiers.

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### 3. How We Use Your Information

1. Create and administer your account and authenticate requests.
2. Deliver and maintain core API functionality and measure performance.
3. Detect, prevent, and investigate fraud, abuse, or security incidents.
4. Provide customer support and respond to inquiries.
5. Process payments through Stripe.
6. Send operational notices, system alerts, and—where permitted—product updates or promotions (you can opt out of marketing at any time).

We do **not** sell or rent personal information to third parties for advertising.

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### 4. Legal Bases for Processing (EEA / UK)

When the GDPR or UK GDPR applies, we rely on:

- **Contractual necessity** — to deliver the Service under our Terms of Service.
  - **Legitimate interests** — to secure and improve the Service and communicate with customers.
  - **Legal obligation** — to comply with applicable laws.
  - **Consent** — for marketing e-mails and non-essential cookies where required.
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### 5. Cookies and Analytics

#### 5.1 Cookies

We use cookies to remember preferences, enhance performance, and enable security features. You may disable cookies in your browser; some functions may be limited.

#### 5.2 Google Analytics

We employ Google Analytics to collect aggregated, anonymous traffic metrics. Google may set cookies in your browser; you can opt out via the Google Analytics Opt-out Browser Add-on.

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## 6. Sharing and Disclosure

We disclose personal information only:

- To vetted service providers (e.g., Stripe, hosting and analytics partners) under confidentiality agreements.
- To comply with legal obligations, court orders, or lawful requests from public authorities.
- In connection with a merger, acquisition, or asset sale, with appropriate user notice.

We do **not** sell or share personal data with advertisers.

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## 7. International Transfers

Data may be processed in Canada, the United States, or other jurisdictions where our infrastructure is hosted. We employ contractual safeguards (e.g., Standard Contractual Clauses) and technical measures to ensure transfers comply with **PIPEDA, GDPR, UK GDPR**, and other applicable laws.

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## 8. Data Retention

We keep personal data only as long as necessary to fulfil the purposes described here, comply with legal obligations, and resolve disputes. Upon account closure we delete or anonymise personal data within thirty (30) days, unless a longer retention period is required by law.

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## 9. Your Privacy Rights

Depending on your jurisdiction, you may have rights to access, correct, delete, restrict, or port your personal data. To exercise these rights, e-mail **support@charli3.io** from your registered account address (or otherwise verify identity). We will respond within thirty (30) days or as required by law.

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## 10. Security

We apply industry-standard safeguards, including TLS encryption, firewalls, role-based access controls, regular security audits, and intrusion detection. Nonetheless, no system can guarantee absolute security, and you acknowledge this inherent risk.

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## 11. Data Breach Notification

If a breach involving personal data poses a risk to your rights or freedoms, we will promptly investigate, mitigate, and notify affected users and supervising authorities as required by law.

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## 12. Marketing Communications

We may send newsletters or promotions to your registered e-mail. Unsubscribe links are provided in every marketing message, or you can e-mail **support@charli3.io**. Transactional or security notices are unaffected by marketing opt-outs.

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## 13. Children's Privacy

The Service is intended for individuals aged eighteen (18) years or older. We do not knowingly collect data from minors. If you believe we have inadvertently collected such data, contact us and we will delete it promptly.

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## 14. Changes to This Privacy Policy

We may update this Policy periodically. The **Effective Date** reflects the latest revision. Material changes will be announced via e-mail or a prominent site notice at least thirty (30)

days before taking effect. Continued use of the Service after the effective date constitutes acceptance of the revised policy.

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## **15. Contact Us**

**DataLedger Global Solutions Inc.**

Suite 250, 997 Seymour Street

Vancouver, British Columbia V6B 3M1, Canada

**E-mail:** [support@charli3.io](mailto:support@charli3.io)

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**End of Privacy Policy**