

# R A B I T A I – PRIVACY POLICY

*Last updated: 21 May 2025*

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## 1. Introduction

R A B I T A I (“we,” “us,” “our”) is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit [rabbitai.trade](https://rabbitai.trade) (“Website”) or subscribe to our trading signal service (“Service”). We comply with the EU General Data Protection Regulation (“GDPR”) and other applicable privacy laws.

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## 2. Definitions

- **“Personal Data”**: any information relating to an identified or identifiable natural person.
  - **“Processing”**: any operation performed on Personal Data (e.g., collection, storage, use, disclosure).
  - **“User,” “you,” “your”**: any individual who accesses our Website or uses our Service.
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## 3. Data We Collect

### 3.1. Account & Profile Data

- **Registration Information**: name, email address, telephone number, billing address, payment details.
- **Authentication Data**: username, password (hashed).

### 3.2. Usage & Technical Data

- **Device & Browser**: IP address, device identifiers, browser type, operating system, screen resolution.
- **Usage Metrics**: pages visited, clicks, session duration, feature interactions.
- **Log Files**: timestamps, error logs, referring URLs.

### 3.3. Communication Data

- **Correspondence**: emails, support tickets, chat transcripts, survey responses.

### 3.4. Marketing & Preference Data

- **Preferences**: newsletter subscriptions, alert settings, language and time-zone preferences.

### 3.5. Cookies & Similar Technologies

- **Session Cookies**: to maintain login state.
- **Persistent Cookies**: to remember preferences.
- **Analytics/Tracking**: Google Analytics (anonymized IP), Hotjar, or similar services.

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## 4. How We Use Your Data

Purpose	Legal Basis
Provide and maintain the Service	Performance of a contract
Process subscriptions & payments	Performance of a contract
Send transactional emails (invoices)	Performance of a contract
Respond to support inquiries	Legitimate interest
Improve and personalize the Website	Legitimate interest
Send newsletters & marketing (opt-in)	Consent
Comply with legal obligations	Legal obligation

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## 5. Data Sharing & Disclosure

### 5.1. Service Providers

We engage third-party processors under written agreements to perform services such as:

- **Payment Processing** (e.g. Stripe, PayPal)
- **Email Delivery** (e.g. SendGrid, Mailgun)
- **Analytics & Monitoring** (e.g. Google Analytics, Sentry)
- **CRM & Support** (e.g. Zendesk, Intercom)

### 5.2. Legal & Safety

We may disclose Personal Data if required by law, court order, or governmental authority, or to investigate fraud, security breaches, or intellectual-property infringement.

### 5.3. Business Transfers

If R A B I T A I is acquired or undergoes a reorganization, Personal Data may be transferred as part of the business assets.

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## 6. International Data Transfers

Our servers are located within the European Economic Area (“EEA”). If we transfer data outside the EEA (e.g., to US-based processors), we will ensure adequate safeguards such as Standard Contractual Clauses or Privacy Shield–equivalent protections.

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## 7. Data Retention

- **Account & Billing Data:** retained for the duration of your account plus 7 years for tax/compliance.
- **Usage & Analytics Data:** retained in aggregated/anonymized form indefinitely; raw logs for up to 2 years.
- **Support Correspondence:** retained for 2 years from last contact.

Upon account deletion, we will erase or anonymize your Personal Data unless legal obligations require otherwise.

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## 8. Security Measures

We implement industry-standard technical and organizational measures to safeguard Personal Data, including:

- TLS encryption in transit (HTTPS)
  - AES-256 encryption at rest
  - Network firewalls and intrusion detection
  - Regular vulnerability assessments and penetration tests
  - Access controls and audit logging
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## 9. Your Rights

Under the GDPR, you have the right to:

1. **Access** your Personal Data.
2. **Rectify** inaccurate or incomplete data.
3. **Erase** (“right to be forgotten”), subject to legal retention obligations.
4. **Restrict processing** or **object** to certain uses (e.g., direct marketing).
5. **Data portability** in a structured, machine-readable format.
6. **Withdraw consent** at any time (for processing based on consent).
7. **Lodge a complaint** with a supervisory authority (e.g., the Dutch Data Protection Authority).

To exercise these rights, contact us at [privacy@rabbitai.trade](mailto:privacy@rabbitai.trade). We will respond within one month.

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## 10. Cookies & Tracking

### 10.1. Essential Cookies

Required for login, security, and core functionality.

### 10.2. Analytics & Performance

We use Google Analytics (anonymizing IP addresses) to understand usage patterns. You may opt-out via your browser or a third-party opt-out extension.

### **10.3. Marketing Cookies**

Only set if you consent. Used to deliver targeted email offers.

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### **11. Children's Privacy**

Our Service is not intended for individuals under 18. We do not knowingly collect Personal Data from minors. If we learn that we have inadvertently done so, we will promptly delete that data.

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### **12. Changes to This Policy**

We may update this Privacy Policy at any time. Material changes (e.g., new processing purposes) will be communicated via email or conspicuous notice on the Website at least 30 days before taking effect. Your continued use after the notice period constitutes acceptance.

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### **13. Contact Information**

**Data Controller:**

R A B I T A I B.V.

Netherlands, 3543JT

Email: [trades@rabitaitrades.com](mailto:trades@rabitaitrades.com)

GDPR Representative (EU): Charl Van Zyl – [charl@cloudzen-marketing.com](mailto:charl@cloudzen-marketing.com)

For questions or complaints regarding this Privacy Policy or our data practices, please reach out to [trades@rabitaitrades.com](mailto:trades@rabitaitrades.com).