Privacy Policy

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1. Scope and who is responsible

This Privacy Policy explains how information is collected, used, disclosed, retained and protected when you use ArcisTrade at https://arcistrade.tech, its associated AutoTrade applications and the related purchase or customer-support processes. ArcisTrade at arcistrade.tech is a separate product surface from arcis.tech. The relevant data controller is the ArcisTrade service supplier identified as the seller on the relevant Whop checkout/receipt and in the operator's published business disclosures. Until a separate legal entity is confirmed, "ArcisTrade" in this notice means the operator of the ArcisTrade service. For privacy questions and rights requests, email support@algovaults.com. The operator's legal business name and postal contact address should be confirmed and published before launch.

2. Personal information we collect

Depending on the features you use, we may collect: (a) account and contact details such as name, email, profile identifier and account preferences; (b) login, device, IP address, session and security information; (c) demo balance, selected trading systems, risk presets, sizing methods, alerts, portfolio weights and settings; (d) connected broker name, account identifiers, account balances, positions, orders, trade history and performance data needed for features you authorise; (e) purchase, plan, subscription and entitlement status, transaction references and payment-support records received from our processor; (f) support messages, complaints, reviews and communication preferences; and (g) website analytics, cookie choices, referral tags and campaign data where permitted. Do not send passwords, one-time passcodes, complete payment-card numbers or identity documents through regular support email. We do not hold trading capital in the ArcisTrade Service.

3. Sources of personal information

Information may come directly from you, from your use of the Service, from authorised broker or copier connections, from Whop or other authorised payment providers, and from referral/partner brokers confirming programme eligibility. We may also receive technical information from hosting, authentication, anti-abuse and analytics services to operate and secure the platform.

4. Why we use information

We use information to register and authenticate users; provide the demo; maintain broker connections you authorise; configure and route permitted automated trading instructions; display performance and account history; administer purchases, free access and subscriptions; respond to support requests; detect misuse; investigate disputes; improve reliability; send necessary service messages; and comply with law. Optional marketing communications or non-essential analytics use consent or another lawful basis where required.

5. Legal bases where GDPR/UK GDPR applies

Depending on the processing, we rely on: performance of a contract (providing your account, automation and purchased access); compliance with legal duties (tax, records, fraud and lawful requests); legitimate interests (security, service improvement, dispute handling and preventing misuse, balanced against your rights); and consent (such as non-essential analytics and certain marketing). When consent is the basis, you may withdraw it without affecting prior lawful processing. Other jurisdictions may provide additional or different rights and grounds.

6. Trading accounts and automation data

Only connect accounts you own or are authorised to operate. Where authorised, ArcisTrade and its integration providers may read the account and trade data needed to implement selected automations, check eligibility and show results. Live trade instructions may be transmitted through the connection you activate. Broker custody, identity verification, deposits and withdrawals remain with the broker. We do not sell broker passwords or trading-account credentials. Access, data scope, permissions and available revocation mechanisms depend partly on the integration; disconnect through ArcisTrade and, when appropriate, revoke access with the broker or connection provider too.

7. Payments and Whop

For purchases processed using Whop, Whop and its financial partners process the payment and may share customer name, email, product, subscription status, transaction ID, relevant tax information and payment-dispute details with ArcisTrade for fulfilment and support. ArcisTrade does not need to receive a full card number to confirm your entitlement. Whop handles its own data processing under its privacy notice, and under its published seller-data-sharing arrangements the seller and Whop may be independent controllers for their respective processing. See https://whop.com/privacy.

8. Analytics, cookies and marketing

The published ArcisTrade website states that its GA4 analytics and advertising storage default to denied until you make a consent choice. Where required by law, we will not place or read optional analytics/advertising cookies before valid consent. Essential cookies and security tokens may still be used to provide login, security, checkout and basic functionality. You can change your cookie choices through the available consent controls. You may unsubscribe from marketing using the method in the message or by contacting support. A separate cookie notice may provide more granular technical details.

9. Sharing and recipients

We may share necessary data with hosting and infrastructure providers, authentication and security services, customer-support providers, analytics services according to consent, payment processors such as Whop, broker and copier/integration providers you connect, professional advisers under confidentiality, or authorities where legally required. We may share limited referral identifiers or eligibility data with a partner broker to verify a free-access offer. We do not give third parties access to your account merely to sell your broker credentials. Public performance or user reviews are displayed only according to the relevant feature, permissions and publication choices; where live accounts are published, data may be anonymised or shared only with the account holder's appropriate permission.

10. International processing

Service providers and integrations may process information in countries outside your own. Where cross-border data-transfer restrictions apply, we use or require an appropriate lawful transfer mechanism, such as applicable adequacy decisions or contractual safeguards, and supplementary measures where needed. You may request more information about relevant safeguards through our contact email.

11. Retention and deletion

We retain data for the period reasonably necessary to deliver your account and purchased access, support trading-history and integrity features, protect security, address disputes, comply with accounting or legal duties and establish or defend legal claims. Retention depends on category and purpose; it is not indefinite solely because you opened an account. We delete, de-identify or restrict information when no longer necessary, subject to applicable obligations and technically necessary backups. Disconnecting a broker does not always delete records legitimately retained for security, financial disputes or a requested performance history.

12. Security

We use organisational and technical controls appropriate to the nature of the information, which may include access restrictions, secure connections, authentication controls, monitoring and segregation of services. No internet system is completely secure. Keep your own credentials confidential, use available multi-factor authentication, review authorised connections and report suspicious activity quickly to support@algovaults.com.

13. Your privacy rights

Depending on your location and applicable law, you may request access to personal information, correction of inaccuracies, deletion, restriction, data portability, objection to certain processing, and withdrawal of consent. You may also have rights concerning marketing, automated decisions, or sale/sharing of personal information where those laws apply. We will verify a request appropriately and respond within legally applicable deadlines; exemptions may apply. You may complain to a competent data-protection authority. Contact support@algovaults.com and identify the ArcisTrade email/account concerned, without including passwords.

14. Children

ArcisTrade is designed for adults and is not intended for people under 18. We do not knowingly permit children to operate live trading-automation accounts. If we learn that an account was created by an underage user, we will take appropriate action consistent with applicable law.

15. Third-party links and policy changes

Broker and payment sites have separate privacy policies and controls; review them before connecting or purchasing. We may update this notice when features, processors or the law changes. Material changes will be communicated using appropriate website or account notices where required. The effective date at the top identifies the current version. Privacy contact: support@algovaults.com; website: https://arcistrade.tech.