



Privacy Notice

“CER.LIVE”

Last update 22.06.2022

CER.LIVE cares about your personal data and does everything possible to protect it. This Privacy Notice is here to help you understand what your personal data is collected, stored and used, and what happens to it, when you use our [website](#) (“**Website**”).

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Categories of data subjects

In brief:

- *Using our Website and its functions you can be for us: Visitor, Customer*

When you interact with our Website you become the **User**. As a User or in the process of receiving our services, you can become:

Category of data subject	Description
Visitor	Users, who leave only automatically collected data.
Customer	Visitors, request a service or subscribe to us.
Business	Representatives of legal entities who cooperate with us on partnership or referral programs.



Contacts and Controller information

In brief:

- *We provide you with contact information*

Data controller	Hacken OÜ
Address	Kai tn 1-5M, Tallinn city, Harju county, 10111, Estonia
Email	support@hacken.io

Personal data that we process

In brief:

- *The data we process is divided into categories: automatically collected data, data provided to us by Customers and data received from third parties;*
- *Third parties from whom we receive data are publicly available.*

The data we process is divided into categories: automatically collected data, data provided to us by Customers and data received from third parties.

- [automatically collected data \(Visitor data\);](#)
- [data provided to us by the Customers;](#)
- [data provided to us by the Business;](#)
- [data received from third parties.](#)

Pay attention! We do not knowingly process personal data of visitors under the age of 16 without consent from a legal representative(s). If you are such a visitor or the legal representative of the visitor, please let us know by email: support@hacken.io.

We may process personal data on the following lawful basis:

- performance of the contract - the processing of personal data is necessary for the conclusion and performance of a contract. Failure to provide data that is processed on an "performance of the contract" basis will result in the inability to register and provide our services;
- consent - for additional processing for certain purposes;
- legitimate interest - for processing that is reasonable for the user and necessary for the development of our services.

Your data will not be processed for purposes other than those for which it was collected, as described in the tables below.



Automatically collected data (Visitor data)

When you visit our Website, some data is automatically collected. This data primarily refers to the Visitor. Learn more about the purposes and basis for data processing:

When	Purpose	Lawful basis	Data
You agree to the use of cookies	Statistics and analytics	Consent	Statistical information that is generated when you use our Website.
Collection of necessary cookies	Improving your experience of interacting with the Website	Legitimate interests	Information about your visits and use of this site, including the source of the links, time and duration of the visit, and navigation.
You access the Website	Correct operation of the Website	Legitimate interests	IP address, UTM settings, geolocation, device type, browser type and other technical information
Storage limitation			
Data that are processed on the basis of a legitimate interest		Stored for up to 2 years after the last use of the Website	
Data that is processed on the basis of your consent		Stored for up to 2 years from the last time you used the Website or until you withdraw your consent	

Data provided to us by the Customers

When	Purpose	Lawful basis	Data
You request a service (exchanges)	Provide a service	Performance of a contract	<ul style="list-style-type: none">• Name;• Email;• Exchange name;• Exchange website URL;• Request options.
You request a service (cryptocurrencies)	Provide a service	Performance of a contract	<ul style="list-style-type: none">• Name;• Email;• Project's URL;• Comment;• Request options.
You fill out marketing form	Updates and newsletters	Legitimate interest	<ul style="list-style-type: none">• Email;• Message.



Storage limitation

Data that are processed on the basis of a legitimate interest	Stored until the end of services + 1 year OR until unsubscribed
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Data that is processed on the basis of performance of a contract	Stored until completion of services + 3 years
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You can exercise your right to delete your data. In this case, your data will be deleted from our servers within 30 days of your request.

Data provided to us by the Business

When	Purpose	Lawful basis	Data
You conclude a partnership or referral agreement with us	Provide a service	Performance of a contract	<ul style="list-style-type: none">• Name of the representative;• Email;• Job title;• Company;• Other data required to conclude a contract.
You are subscribed to our updates	Updates and newsletters	Legitimate interest	<ul style="list-style-type: none">• Email;• Message.

Storage limitation

Data that are processed on the basis of a legitimate interest	Stored until the end of services + 1 year OR until unsubscribed
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Data that is processed on the basis of performance of a contract	Stored until completion of services + 3 years
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Data received from third parties

Also, we can collect some data from third parties.

We share your data with the service providers who, for example, help us:

- operate, develop, and improve the features and functionality of our Website;
- provide you with their services;
- communicate with you as described elsewhere in this Privacy Notice.

The scope of the data collected, the purposes and the legal basis for the processing are determined by the respective privacy documents of these parties:

Third parties	Description	Link to privacy documents
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Coingecko	We cooperate on a partnership basis	Privacy Policy
Coinmarketcap	We cooperate on a partnership basis	Privacy Policy
Etherscan	We cooperate on a partnership basis	Privacy Policy
Crystal	We cooperate on a partnership basis	Privacy Policy
Twitter	For communication and support	Privacy Policy
Telegram	For communication and support	Privacy Policy
Facebook	For communication and support	Privacy
Google	For organizing our work and communication	Privacy & Terms
Hotjar	We use Hotjar to understand how users behave on our Website	Privacy Policy

Note: we can get data from third parties, but we won't necessarily get it. It all depends on your settings and the features you use. For example, we can receive data if you communicate with us through these third parties.

Information on data transfer

In brief:

- We have the ability to transfer and disclose your data legally;
- We use appropriate safeguards to transfer your data.

General

We may transfer your data with our employees and partners for contractual purposes. We we transfer your data on the following basis:

1. Consent. We transfer your personal data based on your explicit consent.
 2. Compliance with the law. We will disclose your personal data to third parties to the extent that it is necessary:
 - to comply with a government request, court order, or applicable law;
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- to prevent unlawful use of our site or violation of the Terms of Use of our Website and our policies;
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- to protect against claims of third parties;
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- to help prevent or investigate fraud.
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3. Legitimate interest or performance of the contract. We transfer your personal data to third parties on the basis of a contract for processing on our behalf, subject to technical, physical and organizational measures to protect your personal data.

We may transfer:

- automatically collected data to contractors who provide us with marketing services;
- data we can get from other data subjects to contractors who provide us with customer relationship building services.

Our processors are located in the following countries: Portugal, Spain, Ukraine, USA, Estonia, Slovakia.

4. Business transfers. We will transfer your data between Hacken companies and between structural departments of Hacken. We will also transfer data to individual controllers in the context of service provision and to the extent strictly necessary to provide it.

Note: we will ask for your consent if the transfer of data is not part of a contract. If a transfer is necessary, we also undertake to obtain permission from the regulatory body. Read more here.

Data collection

The personal data that we collect is stored on servers in Estonia. If we need a data transfer, we will take necessary steps to protect it.

We will transfer your personal data outside the EEA to provide service with all appropriate safeguards to protect your personal data.

Security

In brief:

- *We use technical, physical and organizational measures to protect your data.*

Storing documents in separate data storage

Encryption

Provision of access to personal data only to authorized persons

Password Policy

Licensed antivirus software

Internet, email policies

Two-factor authentication

Backuping

Other security measures



Cookies

In brief:

- We use cookies;
- You can customize cookie tracking in your browsers.

We use cookies and similar tracking technologies (beacons, tags, and scripts) to track the activity on our website.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device.

You can customize cookie tracking in your browsers. If you want to disable cookies, then you can find instructions for managing your browser settings at these links:

[Internet Explorer](#)

[Microsoft Edge](#)

[Chrome](#)

[Firefox](#)

[Safari](#)

[Opera](#)

[Vivaldi](#)

However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies;
- statistics cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously;
- marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

We use cookies necessary for the functioning of the Website. Using cookies, we receive the technical information specified in the [automatically collected data](#), and our Cookies Policy.

Data subjects rights

In brief:

- You have rights regarding your data.

You, as a data subject, have the right to interact with your data directly or through a request to us. This section describes these rights and how you can exercise them:

The right	Description
Right to access	You can request an explanation of the processing of your personal data.
Right to rectification	You can change the data if it is inaccurate or incomplete.
Right to erasure	You can send us a request to delete your personal data from our systems.



	We will remove them unless otherwise provided by law.
Right to restriction the processing	You may partially or completely prohibit us from processing your personal data.
Right to data portability	You can request all the data that you provided to us, as well as request to transfer data to another controller.
Right to object	You may object to the processing of your personal data.
Right to withdraw consent	You can withdraw your consent at any time.
Right to file a complaint	If your request was not satisfied, you can file a complaint to the regulatory body.

Note: To exercise your rights [contact us](#).

If your request was not satisfied, you can file a complaint with the regulatory body – the Data Protection Inspectorate, at info@aki.ee or write a letter to 39 Tatari St., 10134 Tallinn.

Update

This Privacy Notice and the relationships falling under its effect are regulated by the Regulation (EU) 2016/679 (“GDPR”).

Existing laws and requirements for the processing of personal data are subject to change. In this case, we will publish a new version of the Privacy Notice on our Website.

If significant material changes are made that affect your privacy and confidentiality, we will notify you by email or display information on the Website and ask for your consent.