



Introduction

Welcome to TonalToken.com ("we", "our", "us"). We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and disclose your personal information when you visit our website [www.TonalToken.com] (the "Website").

1. Personal Information We Collect

We may collect and use the following information about you:

Information You Provide to Us:

- **Customer Support Information:** When you contact us via email, you may provide us with your full name, email address, and any information you choose to provide to allow us to assist you. This information is not used or shared for any purpose other than to assist with your reason for contact.
- **Usage Information:** You are only required to submit personal information if you choose to opt into marketing emails, such as newsletters and updates.
- **Accuracy of Information:** It is your responsibility, as the "User", to ensure your details are accurate and up to date and, where possible, to only provide such information as necessary when you contact us.



Information We Automatically Collect or That Is Generated About You:

- **Identifiers:** Such as your name, email address, IP address, device and app ID, unique ID, location data, and device information (such as model, brand, and operating system).
- **Cookies:** We use cookies and other similar technologies (e.g., web beacons, log files, and scripts) (“Cookies”) to enhance your experience when using our services. Cookies are small files that, when placed on your device, enable us to provide certain features and functionality. You have the option to permit the installation of such cookies or subsequently disable them. You may accept all cookies or instruct the device or web browser to provide notice at the time of installation of cookies or refuse to accept all cookies by adjusting the relevant cookie retention function on your device. However, in the event of your refusal to install cookies, the website may be unable to operate as designed. For more information about our Cookie Policy, click [\[here\]](#).
- **Usage Data:** Information regarding your use of the website, such as date and time stamps of events and interactions with our teams.



Information Received from Third Parties:

- **Third-Party Platforms:** When you register through a third-party account (Wert or Web3Auth), we may receive your third-party ID.
- **Partner Exchanges:** When you make payments in the form of tokens via your wallet connection, we do not receive a notification of the unique wallet number. This information is publicly held on the blockchain.
- **Analytics Information:** We integrate certain analytic software, such as Google Analytics, a third-party analytics provider. They provide reports that help us optimize our features. This information may include user activity but is not identifiable information.
- **Third-Party Terms and Policies:** When connecting your virtual wallet to our website to log in, third-party terms or policies may apply. It remains the responsibility of the user to ensure you have read and agreed to their terms.



2. How We Use Your Information

We use the information we collect in the following ways:

- **To Provide and Maintain Our Services:** To deliver the services you request, including managing your inquiries and orders.
- **To Improve Our Website:** To understand how users interact with our website, allowing us to enhance user experience and functionality.
- **To Communicate with You:** To send you updates, newsletters, and other information you may be interested in.
- **For Marketing Purposes:** To provide you with information about products and services that may be of interest to you.
- **To Comply with Legal Obligations:** To ensure we comply with legal and regulatory requirements.



3. Disclosure of Your Information

We may share your information with third parties in the following circumstances:

- **Service Providers:** We may share your information with third-party service providers that perform services on our behalf, such as payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.
- **Business Transfers:** In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company, we may share your information.
- **Legal Requirements:** If required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).



4. Security of Your Information

We use administrative, technical, and physical security measures to protect your personal information. While we take reasonable efforts to secure your personal information, no security measure is perfect, and we cannot guarantee the security of your information.

5. Your Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These rights are:

- **The Right to Request Access:** You have the right to access your personal data and receive an explanation of how we use it and who we share it with. This right is not absolute; for example, we cannot reveal trade secrets or give you information about other individuals.
- **The Right to Request Correction:** You have the right to request correction of any inaccurate or incomplete data we hold
 - about you.



- **The Right to Request Erasure:** You have the right to request deletion of your personal data. We may need to retain some of your information where there are valid grounds for us to do so under data protection laws, such as for the defense of legal claims, to respect freedom of expression, or where we have an overriding legitimate interest.
- **The Right to Request Restriction of Processing:** You have a right in certain circumstances to stop us from processing your personal data other than for storage purposes.
- **The Right to Request Transfer:** You have the right to request the transfer of your personal data to another party in a structured, commonly used, and machine-readable format.
- **The Right to Withdraw Consent:** You have the right to withdraw your consent where you previously provided such consent. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive. Alternatively, we could refuse to comply with your request in these circumstances.



We may need to request specific information from you to help us confirm your identity and ensure your right 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 try to respond to all legitimate requests within one month. Occasionally, it could take us longer than a month 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.

If you are based in the EEA, Switzerland, or are a legal resident of California in the U.S., you have certain rights in relation to your information. For California residents, please refer to Addendum 1 – California Privacy Rights. For Brazilian residents, please refer to Addendum 2 – Brazil Privacy Rights. For EEA and Switzerland based users, you will find more information below on when which rights can apply.



6. Contact & Complaints

Questions, comments, and requests regarding this Policy should be addressed to Support@tonaldtoken.com.

If you wish to make a complaint about how we process your information, please contact us at Support@tonaldtoken.com and we will endeavor to deal with your complaint as soon as possible. This is without prejudice to your right to launch a claim with a data protection authority.

We may need further information from you to verify your identity and will contact you to request further information if needed. We aim to respond to complaints within 30 days; however, this may be delayed if you have not provided us with all relevant information.

If you are a UK user and feel that we have not handled your complaint within a reasonable timeframe or have not satisfied your complaint, you can seek advice from the ICO at <https://ico.org.uk/make-a-complaint/>.

8. Changes

Any updates or changes to this Policy will be published here.