



SikaSwap Privacy Policy

Effective Date: 15/07/2024

1. Introduction

SikaSwap is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.sikaswap.com or use our services, including our decentralized application (Dapp). This Privacy Policy is compliant with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. Information We Collect

2.1 Personal Identification Information

We may collect personal identification information, including but not limited to your email address, username (if provided), and Ethereum wallet address.

2.2 Usage Data

We collect data on how you interact with our services, including your IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use.

2.3 Transaction Data

We collect information related to payments to and from you and other details of products and services you have purchased from us, such as the amount of prepaid card activated.

2.4 Interaction Data

We collect information through direct interactions with our Dapp, such as form submissions, customer support inquiries, and usage of cookies and other tracking technologies.

3. How We Use Your Information

3.1 Providing and Managing Services

We use your information to provide, manage, and enhance our services, including account creation, wallet management, transaction processing, and customer support.

3.2 Improving Services

We analyse your interactions with our services and Dapp to understand and improve their performance.

3.3 Communication

We use your information to communicate with you, including sending updates, promotional materials, and other information that may be of interest to you.

3.4 Security

We monitor and analyse usage to improve security and detect and prevent fraudulent or malicious activities.

3.5 Compliance

We will only request additional personal information in the case of an audit from the Australian Taxation Office (ATO) or any other government organization.

4. Consent Management

By using our services, you consent to our collection and use of your personal information as described in this Privacy Policy. You may withdraw your consent at any time by contacting us at team@sikaswap.com, though this may limit your ability to use certain features of our services.

5. Disclosure of Your Information

5.1 Service Providers

We may share your information with third-party vendors, service providers, contractors, or agents who perform services for us or on our behalf and require access to such information to do that work. All third-party providers are bound by strict confidentiality agreements and comply with data protection standards.

5.2 Compliance with Laws

We may disclose your information where we are legally required to do so to comply with applicable laws, government requests, judicial proceedings, court orders, or legal processes.

6. International Data Transfers

If your personal information is transferred to countries outside of Australia, we ensure it is protected through appropriate safeguards, such as Standard Contractual Clauses approved by the European Commission, to ensure an adequate level of data protection.

7. Data Storage and Security

7.1 Storage

All personal data is stored on our secure SikaSwap servers. We do not share your personal data with any unauthorized third parties.

7.2 Security

We use administrative and technical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse.

8. Retention of Your Information

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

9. Special Cases

9.1 Card Issuance Providers

In some scenarios, such as when a card issuance provider requests extra information regarding a specific transaction, we may be required to request and share additional personal data to comply with their requirements.

10. Your Rights

Depending on your location, you may have certain rights regarding your personal data, including:

10.1 The Right to Access

You have the right to request copies of your personal data. This right is not absolute and may be subject to certain conditions, such as providing proof of identity.

10.2 The Right to Rectification

You have the right to request that we correct any information you believe is inaccurate. We may need to verify the accuracy of the new data you provide to us.

10.3 The Right to Erasure

You have the right to request that we erase your personal data, under certain conditions, such as when the data is no longer necessary for the purposes for which it was collected, or

you withdraw your consent to the processing and there is no other legal ground for processing.

10.4 The Right to Restrict Processing

You have the right to request that we restrict the processing of your personal data, under certain conditions, such as when you contest the accuracy of the data or object to our processing of your data.

10.5 The Right to Object to Processing

You have the right to object to our processing of your personal data, under certain conditions, such as when we are processing your data based on legitimate interests or for direct marketing purposes.

11. Data Breach Notification

In the event of a data breach, we will notify affected users within 10 days of becoming aware of the breach. Notifications will be sent via email or through prominent notices on our website.

12. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal data from children. If we become aware that we have collected personal data from a child without parental consent, we will take steps to delete such information.

13. Changes to the Privacy Policy

SikaSwap reserves the right to modify this Privacy Policy to adapt it to legislative developments as well as to industry practices. SikaSwap may notify you of changes to this Privacy Policy by email or through the Services.

14. Anonymity and Pseudonymity

Where practicable, you may choose to remain anonymous or use a pseudonym when interacting with SikaSwap. However, certain services may require identification to function properly.

15. Dealing with Unsolicited Personal Information

If we receive unsolicited personal information that could not have been collected under APP 3, we will destroy or de-identify the information as soon as practicable, provided it is lawful and reasonable to do so.

16. Notification of the Collection of Personal Information

When we collect your personal information, we will notify you of the purpose of collection, how you can access and seek correction of the information, and how you can complain about a breach of the APPs.

17. Adoption, Use or Disclosure of Government Related Identifiers

SikaSwap does not adopt, use, or disclose government-related identifiers, such as your Medicare number, except as permitted by the Privacy Act 1988 (Cth).

18. Quality of Personal Information

We will take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, up-to-date, and complete. If you believe that your information is incorrect, please contact us to request a correction.

19. Correction of Personal Information

You have the right to request the correction of any personal information we hold about you that is inaccurate, out-of-date, incomplete, irrelevant, or misleading. We will respond to such requests within a reasonable period and take reasonable steps to correct the information.

20. Contact Us

If you have any questions or complaints about this Privacy Policy, you can contact our data protection officer via email at team@sikaswap.com.

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.