

1.Scope of this Privacy Policy This Privacy Policy outlines the collection, usage, and disclosure of information from account holders, users, and visitors ("you", "your", or "User") by **WNB TECHNOLOGIES LIMITED**, and its affiliated entities (collectively referred to as "Winbance", "we", "our", or "us"). This policy pertains to your use of Winbance's Websites ("Sites"), software, applications, content, platforms, products, and services (referred to individually as a "Service" and collectively as "Services"). Throughout this Privacy Policy, capitalized terms are defined, with their meanings found in this policy or the Terms of Use.

2. Data Protection Officer This Privacy Policy applies to the data and information collected by WNB TECHNOLOGIES LIMITED in its capacity as a data controller. Should you have any questions, requests, or concerns related to your personal data, you may contact our Data Protection Officer at any time by emailing **Legal@winbance.com**.

3. Definitions

- **Content:** Refers to all information, materials, and resources found on the Winbance platform, including services, products, text, images, trading ideas, user reviews, charts, opinions, and financial information.
- **Credit or Debit Card Information:** Includes specific details such as card number, expiration date, CVV number, billing address, and associated email address.
- **Data:** Information generated or submitted by users and other individuals, including but not limited to trading activity and platform interactions.
- **Designated Agent:** A designated representative authorized to receive notifications under the Digital Millennium Copyright Act.
- **Fee:** The standard charge applicable to an active user account for access to certain features or services.
- **Feedback:** User-submitted comments, suggestions, or information related to the use or performance of Winbance's websites and services.
- **Force Majeure Event:** Any event beyond Winbance's reasonable control, including but not limited to strikes, civil unrest, pandemics, natural disasters, government actions, or telecommunications failures.
- **Intellectual Property:** Includes all proprietary content, trademarks, copyrights, and technologies belonging to or used by Winbance.
- **Linked Website:** A third-party website linked to or from the Winbance website.
- **Marks:** All trademarks, service marks, logos, brand identifiers, and proprietary designations displayed or used on the Winbance platform.
- **Orders:** Any request made through Winbance's website or affiliated systems for subscriptions, products, or services.
- **Personal Data:** Any data relating to an identified or identifiable person, including behavioral data used for profiling.
- **Services:** Refers to any services provided by Winbance, including but not limited to Challenge Accounts, Direct Pass Accounts, Live X Accounts, and Simulator Accounts. These services may involve simulated trading systems and profit-sharing models, and are intended for evaluation, training, or non-real-money purposes.
- **Sites:** Winbance's digital platforms, including websites, applications, and associated online tools and products.

- **Soft Breach:** A non-terminal breach such as exceeding the daily loss limit, resulting in temporary restrictions on trading activity.
- **Terms:** The Terms of Use and any additional policies, procedures, and rules published by Winbance.
- **Third-Party Services:** Any service or product not operated or directly provided by Winbance.
- **Winbance:** Refers to WNB TECHNOLOGIES LIMITED, a limited liability company incorporated in the United Kingdom.
- **Winbance Parties:** Includes Winbance, its affiliates, subsidiaries, partners, employees, licensors, suppliers, and representatives.
- **Winbance Products and Content:** Covers the full range of website materials, systems, and service content owned or licensed by Winbance.
- **User Content:** Any blogs, comments, media, or other materials submitted by users for public display on the platform.
- **User Credentials:** The login identifiers (e.g., email and password) used by a user to access their account.
- **User Section:** The area of the Winbance website dedicated to user-specific tools, resources, and account management.
- **Website - dashboard customer :** Refers to all websites and web-based documents under domains managed by Winbance.

4. Designated Agent For matters concerning the Digital Millennium Copyright Act (DMCA), Winbance's Designated Agent can be contacted at **support@winbance.com**. Please include "Designated Agent" in the subject line of the email. You may also reach us by phone at **+44 12 7043 8045** or by mail at:

WNB TECHNOLOGIES LIMITED

Attn: Designated Agent

St Mary Abbots Court

51 Warwick Gardens

London, United Kingdom

W14 8QH

5. Collection of Personal Data We collect personal information to provide you with the best possible experience and to facilitate your access to our services. When registering for an account or interacting with our Sites or Services, we may collect data such as your full name, contact number, email address, mailing address, username, password, zip code, and optionally, your age.

Our Sites and Services may include links to third-party websites, applications, or services. These external services are governed by their own privacy policies, and we are not responsible for how they collect or use your information. We encourage you to review their policies before engaging with them.

Please be aware that when you submit any user-generated content to public areas of our platforms (e.g., blogs, chatrooms, community forums), any personal data you share can be accessed and used by others. We disclaim any responsibility for how such data is handled once publicly posted.

Winbance may aggregate user submissions (with personally identifiable data removed) for analysis, research, or operational purposes. We take reasonable steps to anonymize data before use, and we never sell or share your personal information without your consent.

6. Keeping Your Personal Data Secure

Winbance is committed to protecting the integrity and confidentiality of your personal information. To help safeguard your data from unauthorized access, alteration, disclosure, or destruction, we implement a combination of administrative, technical, and physical security measures aligned with industry best practices.

These measures may include encryption, secure socket layer (SSL) technology, password protection, firewalls, and limited data access protocols. In certain instances, we may also rely on reputable third-party service providers to assist with data security. These third parties are contractually obligated to maintain strict confidentiality and adhere to stringent data protection standards.

However, please be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee

7. Children's Privacy

Our Sites and Services are intended only for individuals who are 18 years of age or older. We do not knowingly collect, solicit, or store any personal information from children under the age of 18. If we become aware that we have inadvertently received personal data from a child under 18, we will take immediate steps to delete such information from our records.

Parents or legal guardians who believe their child may have submitted personal information are encouraged to contact us promptly at Legal@winbance.com so that we can investigate and remove any such data if necessary.

8. Log Data and Cookies

To enhance user experience, Winbance uses cookies, web beacons, and other tracking technologies on its Sites and Services. These tools help us distinguish you from other users, understand user behavior, and personalize content and advertisements.

Cookies allow us to remember your preferences, improve performance, and deliver relevant advertising. You may adjust your browser settings to reject cookies or notify you when they are being used; however, doing so may impact the functionality of some features on our platform.

In addition to cookies, our servers automatically collect log data when you interact with our Sites or Services. This log data may include your device's IP address, browser type,

operating system, access times, pages visited, time spent on pages, referring URLs, and search queries. This information helps us monitor, analyze, and improve our services, identify technical issues, and tailor your experience.

By continuing to use our Sites and Services, you consent to our use of cookies and related technologies in accordance with this Privacy Policy.

9. Data Retention

Winbance retains your Personal Data only for as long as it is necessary to fulfill the purposes for which it was collected, including to satisfy legal, regulatory, accounting, or reporting requirements. We consider multiple factors when determining appropriate retention periods, such as the nature and sensitivity of the data, applicable laws, contractual obligations, and user expectations.

Once your data is no longer needed, we take appropriate steps to securely delete, anonymize, or destroy it. We aim to ensure that no Personal Data is retained longer than necessary and always in compliance with applicable data protection regulations.

10. Intellectual Property and License

Unless expressly stated otherwise, all content and materials available on Winbance's Sites—including, but not limited to, text, graphics, photographs, images, software, and trademarks—are the intellectual property of Winbance and are protected by applicable copyright, trademark, and other intellectual property laws.

Any use, reproduction, modification, distribution, or storage of any content from our Sites for purposes other than personal, non-commercial use is strictly prohibited without prior written permission from Winbance.

If you breach any of the terms in this Privacy Policy or related legal notices, your authorization to use the Sites will terminate automatically. Upon termination, you must promptly delete or destroy any downloaded or printed content.

No part of the Site may be reproduced or stored in any other website or retrieval system—public or private—without express prior written consent from Winbance. All rights not expressly granted herein are reserved by Winbance.

11. Acceptance of and Modifications to This Privacy Policy

By using our Sites and Services, you acknowledge that you have read, understood, and agreed to the terms outlined in this Privacy Policy. If you do not agree with any part of this policy, you must immediately discontinue use of our Sites and Services.

Winbance reserves the right to modify or update this Privacy Policy at any time, at its sole discretion. When updates are made, we will revise the "Last Updated" date and, where appropriate, notify users through prominent communication on our website or via email.

Continued use of the Sites or Services following the publication of changes constitutes acceptance of those changes. We encourage users to review this policy periodically to stay informed about how we are protecting the personal information we collect.

12. Communication and Customer Support Policy

At Winbance, we are committed to maintaining respectful, productive, and secure communication between users and our customer support teams.

12.1 Users must interact with support staff and automated chat systems (such as support bots) in a respectful and honest manner at all times.

12.2 Repeated inquiries on previously resolved matters, misuse of the communication system, or the deliberate submission of false or misleading information may result in a warning.

12.3 In the event of continued misuse after one warning, Winbance reserves the right to impose a temporary or permanent suspension of access to customer support services and the user's account.

12.4 Any abuse, harassment, or inappropriate behavior toward support staff—whether through text, tone, or content—will result in an immediate review and may lead to permanent account banning.

12.5 Users who interfere with automated communication tools or attempt to bypass support protocols may also be denied service and flagged for investigation.

We take these measures to ensure a safe and respectful environment for our support team and to protect the efficiency of our services.

13. Contact Us

Your feedback is important to us. If you have any questions, comments, or inquiries regarding this Privacy Policy or the handling of your personal data, please reach out to our Data Protection Officer via email at:

Email: Legal@winbance.com

Phone: +44 12 7043 8045

You may also contact us in writing at the following address:

WNB TECHNOLOGIES LIMITED

St Mary Abbots Court

51 Warwick Gardens

London, United Kingdom W14 8QH

Attn: Data Protection Officer

