

PRIVACY POLICY & GDPR

GENERAL PROVISIONS

In order to use the Crystalead services, and to reduce the risk of fraud, Crystalead (hereinafter also referred to as "Crystalead", "we", "our", "us") must ask you to provide personal information. This Privacy Policy sets out how we collect and use the information we receive, when you visit our website without making a purchase, when you register with Crystalead, and when you use our services. Crystalead will respect your privacy and will make all reasonable efforts to ensure that the personal data and other information is kept secure and confidential on this website and is only used in accordance with the terms of this Privacy Policy.

When you visit this website and/or use the information or services contained therein, you acknowledge and agree that you are aware of the privacy provisions and that you understand them. When you accept the Privacy Policy when registering, you explicitly give permission to use and disclose your personal data and to use this in the way as set out in this Privacy Policy.

A special remarks regarding minors. Minors (below the age of 18) are not eligible to use our services and we request that minors do not submit any personal data to us or use our services.

In case you do not agree with the terms of this Privacy Policy, please do not register at or use

Crystalead. AMENDMENTS AND UPDATES OF PRIVACY POLICY

We may amend or update this Privacy Policy at any time by posting the amended terms on our website. The revised and amended version will come into effect when we post it. If you continue to use our services after the Privacy Policy has been revised and amended, it will be considered that you have explicitly agreed to all amendment of the Privacy Policy. In case you do not agree with the terms of this Privacy Policy or the updates, you can always close your account.

Please check the Crystalead website regularly for the most current version of our Privacy Policy.

INFORMATION WE COLLECT

Some of the data mentioned on this website, which we receive directly from you and (or) public data files, can be considered as personal data.

To open an Crystalead account or use the Crystalead services, you must provide your name, address, phone number, and email address. To be able to purchase products through the Crystalead services, you must provide credit card, debit card or bank account information. We may also request your identity code. We need this information to process transactions, to protect you from credit card fraud and current account fraud and to contact you if we need to administer your account or Crystalead services.

We may collect and store the following personal data:

1. Information you voluntarily provide to us. We receive and store any information you enter on our website or provide to us otherwise, such as email address, physical contact information, sometimes financial information, such as credit card or bank account details (depending on the service used), transactional information based on your activities on our website. We use this information to provide our services to you, to process payments for the use of the Service and to invoice you. Your credit card data is securely transmitted to a selected third party (payment gateway and/or acquiring bank) for the sole purpose of processing such payments. If we cannot verify the information that you provide, we may ask you to send us additional information by email (such as your driving licence, credit card statement and/or a recent utility bill, or other information linking you to the specified address), or to answer additional questions online to help verify your information.
2. We also store customer service correspondence and other correspondence between you and Crystalead. We retain this information to keep records of our relationship, to measure and improve our customer service, and to investigate potential fraud and violations of our Terms and Conditions.
3. Automatically collected information. When you visit or leave the Crystalead website, we automatically receive the web address of the site where you came from or are going to. We also collect information about which pages you visit on our website, IP addresses, the type of browser you use, the geographic location of your computer, the times you access our website, and data and standard web log information. We use this information to understand how visitors use our website and to improve our services.

4. Using "Cookies". We may use "cookies" on our website. "Cookies" are small data files that are stored on your computer and enable to recognise you as a Crystalead user when you return to our website using the same computer and browser. Most web browsers accept "cookies", but you can change your browser settings and disable "cookies". In you do so, some features of our website may not work or operate correctly.
5. By using "cookies" we collect and store the aforementioned information about the visitors of the vendor's websites whether they access them directly or via the affiliate links. We use this data on an anonymous basis and we do not correlate this information with personal information of any user. We may also collect information about your computer or other access device to mitigate risk and for fraud prevention purposes.
6. Personal information from third parties. We might receive personal information from third parties and add it to our account information. To protect all our users from potential fraud, we verify the information provided with the payment and credit or debit card processors and/or fraud agencies. During the course of this verification, we receive personally identifiable information about you from these services. We use card authorisation and fraud screening services to verify that their information matches the information you supplied to Crystalead.

USE AND DISCLOSURE OF INFORMATION

Your personal information is collected and processed by Crystalead for purposes which are strictly related to the use of our website, our services and to selling or purchasing products on the vendors' websites. It may also be used for interrelated operations, within the limits of the aforementioned purposes. Your personal information shall be stored in such a way that Crystalead is able to identify you only for the period strictly necessary for the purposes for which the information was collected and subsequently processed.

You agree that we may use your personal information to:

- Contact you about our programs, products, services;
- Provide the services and customer support you requested;
- Resolve disputes, collect fees, and solve problems;
- Customize, measure, and improve our services and our website content and layout
- Tell you about targeted marketing, service updates, and promotional offers based on your communication preferences;
- Compare information for accuracy, and verify it with third parties;
- Prevent potentially prohibited or illegal activities.

DISCLOSURE TO THIRD-PARTIES

Crystalead will not sell or rent any of your personal information to third parties for their direct marketing purposes without your explicit consent, and will only disclose this information in the limited circumstances and for the purposes described in this Privacy Policy (for example, if required by applicable law or necessary for service purposes). Specifically, you agree to and order Crystalead to do any and all of the following:

1. Disclose personal information to respond to legal requirements: it may be disclosed for law enforcement or other governmental officials in response to a verified request relating to a criminal investigation or alleged illegal activity (for example, it may be disclosed in connection with an investigation of fraud, intellectual property infringement, piracy or other illegal activity).
2. Disclose information to your agent or legal representative (such as the holder of a power of attorney that you grant, or a guardian appointed for you).
3. We may engage other companies and individuals to perform service or functions on our behalf. The purpose of this disclosure is to enable us to provide our services to you. Our employees, agents, contractors or other third parties that have access to your personal information are limited by law or by contract from using the information for secondary purposes beyond the purposes for which the information was shared and (or) the purposes of performing their functions.
4. It is possible that Crystalead could merge with, or be acquired by, another company in future. If such an acquisition occurs, you agree that the successor company has access to the information kept by Crystalead, including user account information, and such successor company would continue to be bound by this Privacy Policy unless and until it is amended.

We guarantee that:

- Your personal information will not be transferred to third parties that do not ensure an adequate level of protection of your personal data;
- We will not share your personal information in ways that are not related to those described above without your explicit consent.

When you accept this Privacy Policy, you explicitly agree and consent that each time you purchase products using Crystalead services, Crystalead may transfer the aforementioned relevant data to the other party of the transaction (vendor or buyer), who may be located outside the European Union, in order to process, execute or otherwise handle and provide information about the purchase or payment.

CONFIDENTIALITY AND SECURITY OF INFORMATION PROVIDED

Our goal is to ensure that all information received from you or other public files is secured to a maximum degree. To protect such information from unauthorized access, use, copying or disclosure, we use various administrative, technical and physical security tools. The personal information we collect is stored in limited access servers. We have also adopted security measures to protect personal information from accidental or illegal destruction, accidental loss, alteration, unauthorized disclosure or access, and from all other illegal forms of data processing by using firewalls and data encryption.

However, we cannot guarantee that any data transmission over the Internet is completely secure. Accordingly, we cannot ensure or warrant the security of any information that you transmit to us, so we do not promise, and you should not expect, that your personal information or private communications will always remain private. It is advisable that your computer is equipped with software devices for the protection of network data transmission/receipt and that your Internet service provider has taken appropriate measures for the security of network data transmission. The security of your Crystalead account also relies on your protection of your Crystalead account password. You may not share your Crystalead account password with anyone. Crystalead representatives will never ask you for your password, so any email or other communication requesting your password should be treated as unauthorized and suspicious.

YOUR RIGHT TO ACCESS PERSONAL INFORMATION AND UPDATE IT

You have the right to request access to your personal data, which we store, and information on how and why it is being processed, categories of subjects to whom your personal data may be disclosed and request to provide such data to you. You have the right to request that we correct any of your personal data free of charge.

If you have any questions about the privacy of your personal information or believe it was collected or used in breach of this Privacy Policy, please do not hesitate to contact us at support@Crystalead.com

APPLICABLE LAW AND DISPUTE SETTLEMENT

Northern Ireland Law is applicable to this Privacy Policy. All disputes as a result of these privacy provisions will be resolved through negotiation, or if that is not possible – in the court of Ireland according to the registration address of Crystalead.

GDPR

The General Data Protection Regulation “GDPR” (679/2016), replaces the 1995 Data Protection Directive (95/46/EC), and it was designed to protect people with respect to the processing of their personal data, and the free movement of such data. It regulates data privacy laws across Europe while also addressing the export of personal data outside the EU; with the aim to protect all EU citizens’ data privacy and reshape the way organizations approach data privacy.

GROUNDS FOR DATA COLLECTION

Processing your personal information (hereinafter “Personal Information”) is necessary to perform our contractual obligations towards you and to provide you with our services, to protect the Company’s interests, as well as for compliance with legal obligations to which Crystalead is subject. When you use our services, you agree with the collection, storage, use, disclosure, and other uses of your Personal Information as described in this document.

PERSONAL INFORMATION

We may collect, use, store and transfer various kinds of personal information about you which we have grouped as follows:

- Identity Information includes first name, maiden name, last name, proof of identity, username or similar identifier, title, date and place of birth and gender, country of residence and citizenship;
- Contact Information includes billing address, delivery address, email address and telephonenumber numbers;
- Financial Information includes bank account, bank statements, payment card details and copies, e-wallet information;
- Transaction Information includes details about payments to and from you and other details of products and services you have purchased from us, payment methods, purpose of transactions with us;
- Profile Data includes your username and password, purchase made by you, your interests, preferences, feedback, and survey responses;
- Usage Information includes information about how you use our website, products, and services;
- Marketing and Communication Information includes your preferences in receiving marketing material from us and our third parties and your communication preferences.

NON-PERSONAL INFORMATION

We record and collect data from or about your device (for example your computer or your mobile device when you access our services and visit our site. This includes, but is not limited to: your cookie identifiers, and other identifiers such as your operating system version, browser type, language preferences, time zone, referring domains and the duration of your visits. This will enable us to improve our service and further personalize your experience with us. If we combine Personal Information with non-Personal Information about you, the combined information will be treated as Personal Information for as long as it remains combined.

HOW WE USE PERSONAL INFORMATION

We will only use your Personal Information when permitted by Law. Usually we will use your Personal Information in the following circumstances:

- Where we need to enact the contract, we are about to conclude or have already concluded with you.
- Where we need to comply with a legal or regulatory obligation.

If you have further questions regarding our GDPR Policy, please contact us at support@Crystalead.com