

Privacy Policy

Last Updated: [01 December 2025] • Hash Alpha Ltd (operating as “HashAlpha Global”)

1. Introduction

Hash Alpha Ltd (“HashAlpha Global”, “we”, “us”, “our”) is committed to protecting your privacy and safeguarding all personal information entrusted to us.

This Privacy Policy explains how we collect, use, store, protect, and disclose your information when you access our website, dashboard, mobile services, staking products, and all related platforms (collectively, the “Services”).

By using our Services, you acknowledge that you have read, understood, and agreed to the practices described in this Privacy Policy.

2. Who We Are

Hash Alpha Ltd

A company registered and regulated in the British Virgin Islands under the Financial Services Commission (FSC) as an approved entity.

Operating brand: HashAlpha Global

We adhere to BVI data protection principles and international privacy standards.

3. Information We Collect

We collect both personal and non-personal data depending on how you interact with our Services.

3.1 Personal Information

Collected during registration, verification, and platform usage:

- Full name
- Email address
- Phone number
- Residential address
- Date of birth
- Identification documents (passport, ID card, etc.)
- Wallet addresses (for deposits/withdrawals)
- Transaction history and staking activity
- Referral information

3.2 Technical & Usage Data

Automatically collected:

- IP address
- Device information
- Browser type
- Access logs
- Session duration
- Clickstream and interaction data
- Cookies and tracking data

3.3 Financial Information

- Deposit confirmations
- Withdrawal requests
- Blockchain transaction hashes
- Staking plan selections

We never store private keys, seed phrases, or any information that grants access to your personal wallets.

4. How We Use Your Information

We use your data for the following purposes:

4.1 Platform Functionality

- Create and manage your HashAlpha Global account
- Process deposits, staking operations, and withdrawals
- Deliver staking rewards and bonus distributions
- Maintain affiliate genealogy and referral systems

4.2 Compliance & Security

- Verify your identity (KYC/AML compliance)
- Detect and prevent fraud, abuse, or illegal activities
- Maintain regulatory compliance with BVI FSC requirements
- Conduct internal audits and operational monitoring

4.3 Communication

- Send account notifications
- Provide support and respond to inquiries
- Share system updates, reports, and new features
- Marketing communications (only with your consent)

4.4 Analytics & Optimization

- Improve user experience
- Monitor validator performance and staking efficiency
- Enhance website security and functionality

5. Legal Basis for Processing

We process your data under the following lawful bases:

- Performance of Contract: To provide our staking services
- Legitimate Interests: Security, fraud prevention, analytics
- Legal Obligation: KYC, AML, and regulatory compliance
- Consent: Marketing, cookies, certain optional features

6. How We Protect Your Data

We apply industry-grade security measures:

- Encryption of data in transit and at rest
- Tier-4 data centers and secure cloud infrastructure
- Multi-signature access controls
- Role-based security permissions
- Regular penetration testing and monitoring

- Zero-tolerance policy for private key storage

However, no system is 100% secure. You acknowledge that use of blockchain services carries inherent risk.

7. How We Share Information

We NEVER sell your data.

We only share information with:

7.1 Service Providers

- KYC/AML verification partners
- Cloud hosting and analytics providers
- Payment processors
- Security & monitoring systems

7.2 Regulatory Authorities

Where required under BVI regulations, subpoenas, or legal compliance.

7.3 Business Transfers

If Hash Alpha Ltd undergoes acquisition, merger, restructuring, assets may transfer under strict confidentiality.

8. Your Rights

Depending on your jurisdiction, you may have the following rights:

- Right to access your data
- Right to correct inaccurate information
- Right to request deletion (“Right to be Forgotten”)
- Right to restrict or object to processing
- Right to data portability
- Right to withdraw consent
- Right to lodge complaints with a supervisory authority

Requests can be made through our support team.

9. Data Retention

We retain your information for as long as:

- Your account remains active
- Necessary for regulatory compliance (minimum 5–7 years)
- Necessary for resolving disputes
- Required for operational continuity

Afterward, information may be anonymized or securely destroyed.

10. Cookies & Tracking Technologies

We use cookies to:

- Improve user experience
- Remember login sessions
- Analyze platform activity
- Provide security and fraud prevention

You can disable cookies in your browser, but some features may stop functioning.

11. Children's Privacy

HashAlpha Global does not offer services to persons under 18 years of age. Accounts detected to belong to minors will be suspended.

12. International Transfers

Your information may be transferred and processed in various jurisdictions with appropriate safeguards in compliance with international data protection laws.

13. Third-Party Links

Our platform may link to third-party tools such as blockchain explorers, validator dashboards, or analytics providers.

We are not responsible for the privacy practices of these external sites.

14. Updates to This Policy

We may update this Privacy Policy periodically.

Any material changes will be posted on our website with an updated “Last Updated” date.

Continued use of our Services after changes constitutes acceptance.

15. Contact Information

For privacy inquiries:

Hash Alpha Ltd
Compliance Department
Email: support@hashalpha.io
Website: www.hashalpha.io