

# FACTS

## WHAT DOES UNCHAINED DO WITH YOUR PERSONAL INFORMATION?

### Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

### What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and transaction history
- Account balances, payment history, and retirement assets
- Checking account information and wire transfer instructions

### How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Unchained chooses to share; and whether you can limit this sharing.

### Reasons we can share your personal information

### Does Unchained share?

### Can you limit this sharing?

<b>For our everyday business purposes—</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes—</b> to offer our products and services to you	Yes	Yes
<b>For joint marketing with other financial companies</b>	Yes	Yes
<b>For our affiliates' everyday business purposes—</b> information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes—</b> information about your creditworthiness	No	We Don't Share
<b>For our affiliates to market to you</b>	Yes	Yes
<b>For nonaffiliates to market to you</b>	No	We Don't Share

### To limit our sharing

- Call (844) 846-2424—our menu will prompt you through your choice(s)
- Visit us online: <https://unchained.com/opt-out>

**Please note:** If you are a *new* customer, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

### To limit our direct marketing

We may contact our *existing* customers by mail, telephone, or email to offer additional financial products or services that we believe may be of interest to you. You may direct us not to send you such offers.

- Call (844) 846-2424—our menu will prompt you through your choice(s)
- Visit us online: <https://unchained.com/opt-out>

**Please note:** If you are an existing customer, we may contact you by mail, telephone, or email to provide information concerning your account, a transaction, or critical information regarding our services. You cannot limit this information.

### Questions?

Call (844) 846-2424 or go to <https://unchained.com>

## Who we are

<b>Who is providing this notice?</b>	Companies with the Unchained name and other affiliates. Please see below for a list of other affiliates that do not have an Unchained name.
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## What we do

<b>How does Unchained protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include automated security monitoring, computer safeguards, secured files, and secure building access.
<b>How does Unchained collect my personal information?</b>	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>▪ Give us your contact information</li> <li>▪ Open an account</li> <li>▪ Provide account information or make a wire transfer</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
<b>Why can't I limit all sharing?</b>	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> <li>▪ Sharing for affiliates' everyday business purposes—information about your creditworthiness</li> <li>▪ Affiliates from using your information to market to you</li> <li>▪ Sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.</p>
<b>What happens when I limit sharing for an account I hold jointly with someone else?</b>	Your choices will apply to everyone on your account.

## Definitions

<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>▪ <i>Our affiliates include Unchained Trading, LLC, B&amp;C Lending LLC, and Bitcoin Collateral Services LLC.</i></li> </ul>
<b>Nonaffiliates</b>	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>▪ <i>Our nonaffiliated business partners help facilitate the delivery of our services to you, including IRA custodians for retirement products, banks and other lenders for loan origination and payment networks.</i></li> </ul>
<b>Joint marketing</b>	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> <li>▪ <i>Our joint marketing partners include nonaffiliated business partners, such as an IRA custodian.</i></li> </ul>

## Legal Entities

Unchained Capital, Inc., and its Affiliates (Unchained Trading, LLC, B&C Lending LLC and Bitcoin Collateral Services LLC), collectively referred to as "Unchained" in this notice.

This notice does **NOT** include Gannett Trust Company, LLC or Sound Advisory LLC (d.b.a. Gannett Wealth Advisors). Customers of these affiliates are covered by different privacy notices.

## Other Important information

**For California residents:** Per California law, accounts with a California mailing address are automatically treated as if they have limited the sharing with nonaffiliates as described above. Please refer to <https://unchained.com/ccpa-requests> for more detail.

**For Nevada residents:** We are providing you this notice under state law. We may contact our existing customers by electronic or telephone means to offer additional financial products and services that we believe may be of interest to you. You have the right to opt out of these calls by adding your name to our internal do-not-call list. You may be placed on our internal Do Not Call List by contacting Unchained in writing to PO Box 662, Austin, TX 78767, or by calling us at 1-844-846-2424.

In addition to contacting Unchained, Nevada residents can contact the Nevada Attorney General for more information about your opt out rights by calling 775-684-1100, emailing [aginfo@ag.nv.gov](mailto:aginfo@ag.nv.gov), or by writing to: Office of the Attorney General, Bureau of Consumer Protection, 100 North Carson Street, Carson City, NV 89701-4717.

**For North Dakota residents:** We will not share information we collect about you with companies outside of our corporate family, except as permitted by law, including, for example, with your consent or to service your account. We will limit sharing among our companies to the extent required by North Dakota law.

**For Vermont residents:** Per Vermont law, accounts with a Vermont mailing address are automatically treated as if they have limited the sharing as described on page 1. For joint marketing, we will only disclose your name, contact information and information about your transactions. We will not share information about your creditworthiness within our corporate family except with your consent, but we may share information about our transactions or experiences with you within our corporate family without your consent.

**Recording of Communications:** Any communications with Unchained, including telephone and video conferencing, may be monitored or recorded.