

# Privacy Policy

Last updated: 20 April 2026

## 1. Who we are

**Controller:** iSwap LLC

**Address:** Beachmont Business Centre, Suite 448, Kingstown, Saint Vincent and the Grenadines

**Website:** i-swap.io

**Contact:** support@i-swap.io

## 2. Non-custodial model; third-party Providers

i-swap.io is a **non-custodial interface**. Swap and fiat on-ramp services are provided by **third-party Providers**. Providers may collect personal data directly from you (including KYC/identity data) and process it under their own privacy policies. iSwap does **not** collect or store your KYC documents as part of the standard Website flow.

## 3. Information we collect

We may collect:

- **Device & usage data:** IP address, browser type, device identifiers, pages viewed, timestamps, referral/source, and interaction logs.
- **Cookies & similar tech:** as described in our Cookie Policy.
- **Contact data (if you submit it):** name, email, message content.
- **Security and abuse-prevention data:** signals used to detect fraud/abuse and protect the Website.

We may also display or pass through **transaction reference IDs** provided by Providers for support/debugging.

## 4. How we use information (purposes)

We use data to:

- operate and improve the Website;
- provide support and respond to inquiries;
- monitor for abuse/misuse and maintain security;
- comply with legal obligations and respond to lawful requests;
- measure performance of marketing/SEO and site analytics.

## 5. Legal bases (where GDPR applies)

Depending on context, we rely on:

- **Legitimate interests** (e.g., security, analytics, improving the Website);
- **Consent** (e.g., certain cookies/marketing trackers where required);
- **Contract** (e.g., responding to support requests you initiate);
- **Legal obligation** (e.g., compliance with lawful requests).

## 6. Sharing of information

We may share information with:

- hosting, infrastructure, analytics, and security vendors that help operate the Website;
- Providers, where needed for support/escalation (typically non-sensitive operational context);
- authorities or third parties where required by law.

We do not sell personal data.

## 7. International transfers

Your data may be processed in countries outside your place of residence. Where required, we use appropriate safeguards (e.g., contractual protections).

## 8. Data retention

We retain data only as long as necessary for the purposes described, including security, dispute resolution, and legal compliance. Retention periods vary by data type.

## 9. Security

We use reasonable administrative, technical, and organizational measures to protect data. No system is 100% secure.

## 10. Your rights

Depending on your jurisdiction, you may have rights to access, correct, delete, restrict processing, object, or data portability. You may also withdraw consent where processing is based on consent.

To exercise rights: [support@i-swap.io](mailto:support@i-swap.io)

## 11. Cookies

See our **Cookie Policy** for details and options to manage cookies.

## **12. Changes to this policy**

We may update this Privacy Policy. The “Last updated” date indicates the latest version.