Privacy Policy

How QuantFlowLabs handles customer and support information

Last updated: 28 September 2026

Important: This document is designed for QuantFlowLabs digital TradingView indicator products sold through Whop. It does not limit any consumer rights that cannot legally be excluded.

1. Who this policy applies to

This Privacy Policy explains how QuantFlowLabs handles personal information when you visit our profiles, purchase through Whop, request TradingView access, use our products, contact support, join communities or interact with our content.

For privacy questions, contact us through Whop support chat linked to the customer purchase, or the official QuantFlowLabs contact routes shown on our active profiles.

2. Information we may collect

We may collect or receive information including name, username, email address, Whop account details, TradingView username, social media username, order details, subscription status, payment metadata, refund/dispute information, support messages, screenshots, onboarding interactions and product-access records.

We do not intentionally collect full card numbers or bank details. Payments are handled by Whop and its payment providers, who process payment information under their own terms and privacy policies.

3. How we collect information

Information may be provided directly by you, generated when you purchase through Whop, generated through customer support, created through TradingView access management, received from platform notifications, or created when we handle disputes, refunds, renewals or customer-service issues.

4. How we use information

We use information to deliver digital product access, grant TradingView invite-only script access, manage subscriptions, provide onboarding, respond to support requests, verify purchases, manage refunds and disputes, prevent fraud and abuse, improve products, comply with legal obligations and protect our business.

We may also use anonymised or aggregated information to understand customer issues, improve onboarding, improve product positioning or create internal performance summaries.

5. Legal bases for processing

Where UK GDPR or similar privacy laws apply, we may process personal information because it is necessary to perform a contract, necessary for legitimate business interests, required for legal obligations, or based on consent where consent is required.

Legitimate interests include providing support, preventing fraud, protecting intellectual property, handling disputes, improving products and maintaining business records.

6. Sharing information

We may share limited information with service providers and platforms needed to run the business, including Whop, TradingView, payment processors, email or messaging tools, cloud storage providers, professional advisers, dispute processors, banks or authorities where required.

We do not sell personal information.

7. International services

Whop, TradingView, payment processors, cloud services and other tools may operate internationally. Personal information may be processed in countries outside the United Kingdom or the customer location, subject to the safeguards and terms used by those platforms.

8. Retention

We keep personal information only for as long as reasonably needed for product access, support, subscription management, dispute handling, fraud prevention, accounting, legal compliance and business records.

Support and dispute records may be retained after cancellation where needed to evidence access, resolve issues, handle chargebacks or comply with legal obligations.

9. Customer rights

Depending on location, customers may have rights to access, correct, delete, restrict or object to certain processing of personal information, and to request a copy of personal information.

Some information may need to be retained where required for legal, accounting, dispute, fraud-prevention or legitimate business reasons.

10. Security

We take reasonable steps to protect customer information and limit access to information needed to operate the business. No online service can be guaranteed completely secure.

11. Children

Our products are not intended for children. Customers must be old enough to legally purchase and use digital trading education or software tools in their location.

12. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version applies from the date shown on the document or the date it is published or uploaded to Whop.

End of document.