

Privacy Policy

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1. Introduction

One Shot Algo (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (oneshotalgo.com), use our indicator on TradingView, interact with our Discord community, or otherwise engage with our services (collectively, the “Services”).

By accessing or using the Services, you agree to the collection and use of information as described in this Privacy Policy. If you do not agree with the practices described herein, please do not use the Services.

This Privacy Policy applies to users worldwide, including users located in the European Economic Area (“EEA”), the United Kingdom (“UK”), and California.

2. Information We Collect

2.1 Information You Provide to Us

We collect information that you voluntarily provide when you interact with our Services, including:

- **Account and Registration Data:** Your name, email address, and any username or profile information you provide when creating an account or subscribing to our Services.
- **Payment and Billing Data:** Payment card details, billing address, and transaction history. Note that payment processing is handled by our third-party payment processor (e.g., Stripe); we do not store your full credit card number on our servers.
- **Communications:** Any messages, emails, or support requests you send to us, including through Discord or email.
- **User-Generated Content:** Any content you post in our Discord community, feedback you provide, or testimonials you submit.

2.2 Information Collected Automatically

When you visit our website or use our Services, certain information is collected automatically, including:

- **Device and Browser Information:** Your IP address, browser type and version, operating system, device identifiers, screen resolution, and language preferences.
- **Usage Data:** Pages visited, time spent on pages, click patterns, referring and exit pages, date and time of access, and other interaction data.
- **Cookies and Tracking Technologies:** We use cookies, pixels, and similar technologies to collect usage data, remember your preferences, and improve the Services. See Section 7 (Cookies and Tracking Technologies) for more details.
- **Log Data:** Server logs that record requests made to our website, including IP address, date and time, and browser information.

2.3 Information from Third Parties

We may receive information about you from third-party services that you choose to connect with or use in conjunction with our Services, including:

- **TradingView:** When you activate the One Shot Algo indicator on TradingView, we may receive your TradingView username to manage your access and license.
- **Discord:** When you join our private Discord community, we may receive your Discord username and user ID.
- **Payment Processors:** Our payment processor (e.g., Stripe) may share transaction confirmations, subscription status, and limited billing information with us.
- **Analytics Providers:** Google Analytics and similar services provide us with aggregated and, in some cases, individual-level data about how users interact with our website.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Providing and Managing the Services:** To create and manage your account, process payments, deliver the indicator, grant access to community resources, and provide customer support.
- **Improving the Services:** To analyze usage patterns, identify areas for improvement, develop new features, and optimize the user experience.
- **Communications:** To send you transactional emails (e.g., purchase confirmations, subscription renewals, account updates), respond to inquiries, and provide support.
- **Marketing (with consent where required):** To send you promotional communications about new features, updates, or offers. You may opt out of marketing communications at any time.
- **Security and Fraud Prevention:** To detect, prevent, and address fraud, unauthorized access, and other illegal or harmful activities.

- **Legal Compliance:** To comply with applicable laws, regulations, legal processes, or government requests.
- **Enforcing Our Terms:** To enforce our Terms of Service and other agreements.

4. Legal Bases for Processing (EEA/UK Users)

If you are located in the EEA or the UK, we process your personal data based on one or more of the following legal bases under the General Data Protection Regulation (“GDPR”) and UK GDPR:

- **Performance of a Contract:** Processing is necessary to fulfill our contractual obligations to you, such as providing the Services, managing your subscription, and processing payments.
- **Legitimate Interests:** Processing is necessary for our legitimate business interests, such as improving the Services, preventing fraud, and ensuring security, provided that these interests are not overridden by your fundamental rights and freedoms.
- **Consent:** Where required by law, we process your data based on your explicit consent (e.g., for sending marketing communications or setting non-essential cookies). You may withdraw your consent at any time.
- **Legal Obligation:** Processing is necessary to comply with legal obligations to which we are subject.

5. How We Share Your Information

We do not sell your personal data. We may share your information in the following circumstances:

5.1 Third-Party Service Providers

We share data with trusted third-party vendors who perform services on our behalf, including:

- **Payment Processing:** Whop processes your payment information securely. Their use of your data is governed by their own privacy policy.
- **Analytics:** Google Analytics collects and analyzes website usage data on our behalf. Google’s use of this data is governed by Google’s privacy policy.
- **Email and Communication:** Email marketing platforms (e.g., Mailchimp or similar) may process your email address for the purpose of sending transactional and, where applicable, marketing communications.
- **Community Platform:** Discord hosts our private community. Your use of Discord is subject to Discord’s own terms and privacy policy.
- **Charting Platform:** TradingView hosts the indicator. Your use of TradingView is subject to TradingView’s terms and privacy policy.

These service providers are contractually obligated to use your data only for the purposes for which it was shared and in accordance with applicable data protection laws.

5.2 Legal and Compliance Disclosures

We may disclose your information if required to do so by law, regulation, legal process, or governmental request, or when we believe in good faith that disclosure is necessary to protect our rights, your safety, or the safety of others, investigate fraud, or respond to a government request.

5.3 Business Transfers

In the event of a merger, acquisition, reorganization, sale of assets, or bankruptcy, your personal data may be transferred as part of that transaction. We will notify you via email or a prominent notice on our website of any change in ownership or use of your personal data.

6. Data Retention

We retain your personal data for as long as is necessary to fulfill the purposes for which it was collected, including to satisfy legal, accounting, or reporting requirements. Specifically:

- **Account Data:** Retained for as long as your account is active. If you cancel your subscription or close your account, we will delete or anonymize your personal data within 90 days, except where retention is required by law.
- **Payment and Transaction Data:** Retained for up to 7 years as required by tax and accounting obligations.
- **Communication Records:** Support and email correspondence is retained for up to 3 years after the last interaction.
- **Analytics Data:** Aggregated and anonymized usage data may be retained indefinitely for analytical purposes.
- **Cookies:** Cookie data is retained in accordance with the cookie durations described in Section 7.

7. Cookies and Tracking Technologies

7.1 What Are Cookies

Cookies are small text files stored on your device when you visit a website. They help us recognize your browser, remember your preferences, and understand how you interact with our website.

7.2 Types of Cookies We Use

- **Strictly Necessary Cookies:** Essential for the website to function properly (e.g., session management, security). These cannot be disabled.
- **Analytics and Performance Cookies:** Help us understand how visitors interact with our website by collecting information about pages visited, time spent, and errors encountered. We use Google Analytics for this purpose.
- **Functional Cookies:** Enable enhanced functionality and personalization, such as remembering your preferences and settings.
- **Marketing Cookies:** Used to track visitors across websites and display relevant advertisements. We may use these in connection with email marketing and retargeting campaigns.

7.3 Managing Cookies

You can manage your cookie preferences through your browser settings. Most browsers allow you to block or delete cookies. Please note that disabling certain cookies may affect the functionality of the website. For EEA/UK users, non-essential cookies will only be set with your prior consent.

7.4 Google Analytics

We use Google Analytics to collect anonymous statistical data about website usage. Google Analytics uses cookies to track user interactions. You can opt out of Google Analytics tracking by installing the Google Analytics Opt-out Browser Add-on, available at tools.google.com/dlpage/gaoptout.

8. Your Rights

8.1 Rights for All Users

Regardless of your location, you have the following rights with respect to your personal data:

- **Access:** You may request a copy of the personal data we hold about you.
- **Correction:** You may request that we correct any inaccurate or incomplete personal data.
- **Deletion:** You may request that we delete your personal data, subject to applicable legal retention requirements.
- **Opt-Out of Marketing:** You may unsubscribe from marketing emails at any time by clicking the “unsubscribe” link in any marketing email or by contacting us directly.

8.2 Additional Rights for EEA/UK Users (GDPR)

If you are located in the EEA or the UK, you have the following additional rights under the GDPR and UK GDPR:

- **Right to Restriction of Processing:** You may request that we restrict the processing of your personal data under certain circumstances.
- **Right to Data Portability:** You may request to receive your personal data in a structured, commonly used, and machine-readable format, and to transmit that data to another controller.
- **Right to Object:** You may object to the processing of your personal data based on our legitimate interests. We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests.
- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out prior to withdrawal.
- **Right to Lodge a Complaint:** You have the right to lodge a complaint with your local data protection supervisory authority if you believe that our processing of your personal data violates applicable law.

8.3 California Residents (CCPA/CPRA)

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (“CCPA”) and the California Privacy Rights Act (“CPRA”), including the right to know what personal information we collect and how it is used, the right to request deletion of your personal information, and the right to opt out of the sale of your personal information. We do not sell your personal information.

To exercise any of these rights, please contact us at support@oneshotalgo.com. We will respond to verified requests within the timeframes required by applicable law.

9. International Data Transfers

One Shot Algo operates from the United States. If you are accessing the Services from outside the United States, please be aware that your personal data may be transferred to, stored, and processed in the United States or other countries where our service providers operate.

For users in the EEA and UK, we ensure that any transfer of personal data outside the EEA/UK is carried out in accordance with applicable data protection laws. We rely on appropriate safeguards, such as Standard Contractual Clauses approved by the European Commission, to protect your data when it is transferred internationally.

10. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal data against unauthorized access, alteration, disclosure, or destruction. These measures include, but are not limited to:

- Encryption of data in transit using SSL/TLS protocols.
- Secure storage of payment information through PCI-compliant third-party processors.
- Access controls limiting who within our organization can access personal data.
- Regular monitoring and review of security practices.

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your personal data, we cannot guarantee its absolute security. You are responsible for maintaining the confidentiality of your account credentials.

11. Children's Privacy

The Services are not intended for individuals under the age of 18 (or the applicable age of majority in your jurisdiction). We do not knowingly collect personal data from minors. If we become aware that we have collected personal data from a person under 18, we will take steps to delete that information promptly. If you believe that a minor has provided us with personal data, please contact us at support@oneshotalgo.com.

12. Third-Party Websites and Services

The Services may contain links to third-party websites, platforms, or services that are not operated or controlled by One Shot Algo. This Privacy Policy does not apply to third-party services. We encourage you to review the privacy policies of any third-party services you access. We are not responsible for the privacy practices or content of third-party websites or services.

13. Do Not Track Signals

Some web browsers may transmit "Do Not Track" (DNT) signals. Because there is no universally accepted standard for how to respond to DNT signals, our website does not currently respond to DNT browser signals. However, you can manage your cookie and tracking preferences as described in Section 7.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements, or for other operational reasons. When we make material changes, we will notify you by updating the “Last Updated” date at the top of this page and, where appropriate, by sending an email notification or posting a notice on our website.

Your continued use of the Services after any changes to this Privacy Policy constitutes your acceptance of those changes. We encourage you to review this Privacy Policy periodically.

15. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

One Shot Algo

Email: support@oneshotalgo.com

Website: oneshotalgo.com

For EEA/UK users: If you are not satisfied with our response to your privacy inquiry, you have the right to lodge a complaint with your local data protection supervisory authority.