



Privacy Policy

Phantom Trading · ptmtrading.io

Effective Date: June 23, 2026 · Last updated: June 23, 2026

Phantom Trading (“Phantom Trading,” “PTM,” “we,” “us,” “our”) is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains what information we collect, how we use it, and your rights in relation to it. It applies to all users of our website, platform, and services.

We aim to handle your personal information in accordance with applicable data protection and privacy laws. Because we offer our services worldwide, the specific rights and protections available to you may depend on the laws of your country or region.

1. Information We Collect

Automatically collected data: When you visit our website at ptmtrading.io, we may automatically collect technical information, including your IP address, browser type and version, internet service provider (ISP), pages accessed, visit timestamps, and general usage behaviour.

Personal information you provide: When you register for or purchase our services, we collect personal information including your name, email address, and billing details. This information is necessary for account creation, service delivery, communication, and invoicing.

Community and platform data: If you participate in our Discord community or interact with our platform, we may collect usernames, messages, feedback, and other content you choose to share. Discord independently collects and processes data about your use of its platform; please refer to Discord’s Privacy Policy for details.

2. How We Use Your Information

- Delivering and managing your access to our services and community
- Processing payments and managing billing records
- Communicating with you about your account, purchases, and service updates
- Responding to support requests and enquiries
- Improving our website and platform based on usage patterns
- Compiling anonymized statistics to understand how our services are used
- Sending marketing and promotional communications where you have provided consent, in compliance with applicable anti-spam and electronic marketing laws

We will not sell, rent, or trade your personal information to third parties for their own marketing purposes.

3. Legal Basis for Processing

We collect and use your personal information on the following bases: your consent, given at the time of registration or purchase; performance of a contract, where processing is necessary to deliver the services you have purchased; compliance with a legal obligation; and our legitimate interests in operating and improving our platform. You may withdraw consent at any time where processing is based on consent.

4. Cookies

Our website uses cookies to enhance your browsing experience and enable key functionality. We use cookies for maintaining session state and login functionality, remembering your preferences and settings, collecting anonymized analytics data, and enabling advertising and remarketing functionality. You may disable cookies at any time through your browser settings.

5. Analytics and Advertising

We use third-party analytics and advertising tools, including Google Analytics and Meta (Facebook) Pixel, to better understand how visitors interact with our website and to serve relevant advertising. You can opt out of personalized advertising through your browser settings or via the opt-out mechanisms provided by Google and Meta.

6. Data Storage and Processing — Third-Party Providers

Whop: Our membership platform, billing, user access management, and content hosting are powered by Whop, our official merchant of record. Whop stores and processes your name, email address, and billing details, and hosts and delivers the course content and videos you access (whether viewed on ptmtrading.io or through your Whop account). In its role as merchant of record, Whop processes your payment and billing information as an independent data controller under its own privacy policy. Refer to Whop's Privacy Policy at whop.com/privacy.

Payment providers: Depending on the payment method you choose, your payment may be handled by Whop's supported providers, which may include Stripe, PayPal, Apple Pay, and Cash App. Each provider processes your payment and billing information under its own privacy policy — for example, Stripe's Privacy Policy at stripe.com/privacy.

Discord: Our community is hosted on Discord. Discord independently collects and processes data about your activity on its platform. Refer to Discord's Privacy Policy at discord.com/privacy.

Google & Meta: Analytics and advertising data is processed by Google and Meta as described in Section 5.

These providers may store or process your data in countries other than your own, including the United States and other jurisdictions where they or their sub-processors operate. By using our services, you consent to your information being transferred to and processed in those jurisdictions.

7. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected. Account and billing information is retained for as long as required to meet applicable tax, accounting, and legal obligations. Technical and usage data is typically retained for up to two (2) years. When personal information is no longer required, it is securely deleted or anonymized.

8. Data Security

We take reasonable and appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of electronic storage or transmission is completely secure. You are responsible for keeping your account credentials confidential and for notifying us promptly at admin@ptmtrading.io if you suspect any unauthorized access.

9. Your Privacy Rights

Subject to applicable data protection law, you have the right to access the personal information we hold about you; request correction of inaccurate or incomplete information; request deletion of your personal information, subject to legal and contractual obligations; withdraw consent to processing at any time; and challenge our compliance with this Policy. To exercise any of these rights, contact us at admin@ptmtrading.io. We will respond within a reasonable timeframe, and in any event within the period required by applicable law.

10. Unsolicited Communications

We do not send unsolicited commercial electronic messages. Any marketing communications we send are compliant with applicable anti-spam and electronic marketing laws. You may opt out at any time using the unsubscribe link included in every email.

11. External Links

Our website may contain links to third-party websites, including Discord, Whop, TradingView, and others. We are not responsible for the content or privacy practices of those websites. This Privacy Policy applies solely to Phantom Trading and our services.

12. Unauthorized Access and Misuse

You must not attempt to gain unauthorized access to, interfere with, or compromise any part of our website, platform, or systems. Unauthorized access to computer systems is a criminal offence under applicable law and will be reported to the relevant authorities.

13. Limitation of Liability

Phantom Trading makes no warranties regarding the continuous availability or security of the website. To the fullest extent permitted by applicable law, we are not liable for any damages arising from your use of, or inability to use, our website or services.

14. Governing Law

This Privacy Policy is governed by the laws of the Emirate of Dubai and the federal laws of the United Arab Emirates applicable therein. Any disputes shall be subject to the competent courts of Dubai, United Arab Emirates, without prejudice to any mandatory data protection rights you may have under the laws of your country of residence.

15. Updates to This Policy

We may update this Privacy Policy from time to time. The most current version will always be available at ptmtrading.io. Continued use of our services following any update constitutes your acceptance of the revised Policy.

16. Educational and Risk Disclaimer

All content provided through Phantom Trading is for educational and informational purposes only and does not constitute financial advice. Trading involves significant risk, and you should not trade with funds you cannot afford to lose.

17. Contact and Complaints

For any questions, data access requests, or privacy concerns, please contact us at admin@ptmtrading.io. If you are not satisfied with our response, you may have the right to lodge a complaint with the data protection authority in your country or region.

The data controller responsible for your personal information is Phantom Trading, based in Dubai, United Arab Emirates.

By using Phantom Trading services, you acknowledge that you have read, understood, and agree to this Privacy Policy in its entirety.