NeonLabs Interactive

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🔒 Privacy Policy

Effective Date: January 1, 2025

At NeonLabs Interactive, your privacy is our priority. This policy explains what information we collect across all our products and platforms, how we use it, and your rights regarding your personal data.

1. About NeonLabs Interactive

NeonLabs Interactive operates multiple platforms and products:

- **JobHub by NeonLabs** — Remote job discovery platform
- **StockHub by NeonLabs** — Trading education, courses, and market dashboards
- **CyberTrader Sidekick** — Real-time market analysis dashboards and trading tools
- **CyberTrader Sidekick Trends** — Social + news blended trending feed (no day trading dashboard)
- **Presidential Tracker** — Political news sentiment analysis for traders
- **Custom Applications** — Bespoke web apps and trading tools developed by NeonLabs Interactive

This privacy policy applies to all NeonLabs Interactive products and services.

CYBERTRADER // SIDEKICK Privacy Snapshot

NeonLabs Interactive LLC respects your privacy. The following summary highlights how the CYBERTRADER // SIDEKICK suite handles data; it supplements the broader policy on this page.

Information We Collect

- Account information such as email or username
- Subscription and billing status (processed through third-party providers like Stripe)
- Usage data including page views, feature interactions, timestamps
- Technical data such as browser type, device details, and IP address

We do **not** collect brokerage credentials or place trades on your behalf.

How We Use Information

- Provide and maintain the dashboards and related services

- Improve performance, stability, and new features

- Send essential service communications

- Process subscriptions and support requests

Data Sharing

We do not sell personal data. We only share limited data with trusted vendors strictly for payment processing, analytics, and infrastructure hosting.

Cookies & Analytics

The CYBERTRADER // SIDEKICK dashboards may use cookies or similar storage technologies for authentication, analytics, and performance optimization.

Data Security

We implement reasonable technical and organizational safeguards to protect user information, though no system is completely secure.

Your Rights

You may request access, correction, or deletion of your data by contacting support at
connect.neonlabs@gmail.com.

Updates

This privacy summary may be updated periodically. Continued use of the Service constitutes acceptance of the changes.

2. Information We Collect

Personal Information

We may collect the following types of personal information when you use our services:

- **Email Address** — When you sign up for newsletters, job alerts, or create an account
- **Name** — When you register for courses or contact us
- **Payment Information** — Processed securely through Stripe for paid subscriptions (we do not store payment details)
- **Profile Information** — Any information you voluntarily provide in your user profile or settings

Usage & Analytics Data

We collect anonymized data to improve our services:

- **Website Analytics** — Pages visited, time spent, referral sources (via Google Analytics)

- **Device Information** — Browser type, operating system, IP address (anonymized)
- **Dashboard Usage** — Features accessed, symbols tracked (for CyberTrader products)
- **Course Progress** — Lesson completion, quiz scores (for StockHub courses)

Cookies & Local Storage

We use cookies and browser local storage to:

- Remember your login sessions and preferences
- Store subscription access tokens (for paid dashboard products)
- Track analytics and improve user experience
- Enable demo modes and test features

3. How We Use Your Data

We use your information for the following purposes:

- **Service Delivery** — To provide access to paid dashboards, courses, job alerts, and newsletters
- **Communication** — To send you updates, educational content, and service-related notifications
- **Payment Processing** — To process subscriptions via Stripe (our secure payment processor)
- **Product Improvement** — To analyze usage patterns and improve our products
- **Customer Support** — To respond to your inquiries and provide technical assistance
- **Security** — To detect fraud, prevent abuse, and protect our systems

We never sell your personal data to third parties for marketing purposes.

4. Third-Party Services

We use trusted third-party services to operate our platforms:

- **Stripe** — Payment processing for subscriptions (PCI-DSS compliant)
- **MailerLite** — Email newsletter delivery and list management
- **Google Analytics** — Website traffic analysis (anonymized data)
- **Finnhub API** — Real-time market data for trading dashboards
- **GitHub Pages / Hosting Providers** — Website and application hosting

These services have their own privacy policies, and we only share data necessary for their operation.

5. Data Retention

We retain your personal data only as long as necessary:

- **Active Subscriptions** — Data retained while your subscription is active
- **Canceled Subscriptions** — Email and usage data retained for 12 months, then deleted
- **Email Lists** — Retained until you unsubscribe
- **Analytics Data** — Anonymized data retained indefinitely for product improvement

6. Your Rights & Choices

You have the following rights regarding your personal data:

- **Access** — Request a copy of your personal data we hold
- **Correction** — Request corrections to inaccurate or incomplete data
- **Deletion** — Request deletion of your personal data (subject to legal obligations)
- **Unsubscribe** — Opt out of marketing emails by clicking "unsubscribe" in any email
- **Cancel Subscription** — Manage or cancel subscriptions through your Stripe customer portal
- **Disable Cookies** — Adjust your browser settings to block cookies (may affect functionality)

To exercise these rights, contact us at connect.neonlabs@gmail.com

7. Data Security

We implement industry-standard security measures:

- **HTTPS Encryption** — All data transmission is encrypted via SSL/TLS
- **Secure Payment Processing** — All payments handled by PCI-DSS compliant Stripe
- **Access Controls** — Limited employee access to personal data
- **No Plain-Text Passwords** — All authentication uses secure methods

While we strive for maximum security, no method of transmission over the internet is 100% secure. Use our services at your own discretion.

8. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from minors. If we discover that a minor has provided us with personal data, we will delete it promptly.

9. International Users

NeonLabs Interactive operates globally. If you access our services from outside the United States, your data may be transferred to and stored in the US. By using our services, you consent to this transfer and storage of your data.

10. Financial Disclaimer

Trading & Investment Disclaimer:

All trading tools, dashboards, courses, and educational content provided by StockHub and CyberTrader products are for informational and educational purposes only. They do not constitute financial advice, investment recommendations, or trading signals.

Trading stocks, options, and other securities involves substantial risk of loss and is not suitable for all investors. Past performance does not guarantee future results. Always consult with a qualified financial advisor before making investment decisions.

11. Changes to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. When we make significant changes, we will:

- Update the "Effective Date" at the top of this page
- Notify active subscribers via email
- Post a notice on our homepage

Your continued use of our services after policy updates constitutes acceptance of the revised policy.

12. Contact Us

If you have questions, concerns, or requests regarding this privacy policy or your personal data, please contact us:

Email: connect.neonlabs@gmail.com

We will respond to your inquiry within 48 hours.

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