

Privacy Policy

Effective date: June 4, 2026

This Privacy Policy explains how Crypto Orbit collects, uses, stores, and protects personal data. It is designed to align with the Digital Personal Data Protection Act, 2023, applicable Indian information technology rules, payment-provider requirements, and general SaaS privacy practices.

1. Data Fiduciary and Contact

Crypto Orbit operates a market-intelligence and trading-education software service. For privacy, grievance, correction, or deletion requests, contact pichkutradezone@gmail.com.

2. Data We Collect

- Account data such as name, email address, authentication identifiers, subscription plan, and legal-consent timestamps.
- Trading-product data such as chart symbol, timeframe, saved strategies, backtest settings, active strategies, alerts, and AI Mentor conversations.
- Support information submitted through the support form.
- Usage and technical data such as feature counters, timestamps, device/browser information, cookies, and security logs.
- Payment-related references supplied by Razorpay. We do not store complete card, UPI PIN, or banking credentials.

3. Purpose and Consent

We process data to create and secure accounts, provide requested features, enforce plan limits, generate AI-assisted responses, process subscriptions, provide support, prevent abuse, and comply with law. Where consent is required, you may withdraw it by contacting support; withdrawal may limit or end features that require that data.

4. AI and Trading Data

Questions, chart context, strategy descriptions, news context, and conversation history may be sent to configured AI providers to generate requested responses. AI output can be inaccurate and must not be treated as financial advice. Do not submit confidential brokerage passwords, private keys, or unnecessary personal information.

5. Cookies, Analytics, and Security

Essential cookies are used for authenticated sessions and security. Limited analytics and technical logs may be used to understand performance and prevent misuse. We apply reasonable technical and organizational safeguards, but no internet service can guarantee absolute security.

6. Payments and Razorpay

Payments and subscription billing are processed by Razorpay and its banking/payment partners under their own privacy terms. We receive identifiers, status, plan, discount, and transaction references required to manage your subscription, refunds, chargebacks, and compliance.

A paid subscription gives access to premium tools and limits only. It does not guarantee trading profits, investment returns, market accuracy, or uninterrupted access where payment verification, provider outages, account misuse, refunds, chargebacks, or cancellation rules apply.

7. Sharing and International Processing

Data is shared only as needed with service providers such as Supabase, AI providers, Razorpay, Resend, YouTube, market-data providers, hosting providers, and authorities where legally required. Some providers may process data outside India subject to applicable contractual and legal safeguards.

8. Retention, Correction, and Deletion

We retain data only while needed for the service, legitimate security/accounting needs, or legal obligations. You may request access, correction, or deletion by emailing support. Certain billing, fraud-prevention, and legal records may need to be retained after account deletion.

9. Children and Acceptable Use

Crypto Orbit is intended for users who are legally permitted to create an account and use online financial-education tools in their jurisdiction. Users must be at least 18 years old to create an account, purchase subscriptions, or use paid financial-analysis features unless a parent or legal guardian has reviewed and approved the use where permitted by law.

Minors should not use paid, financial, trading, strategy, alert, or payment features without legal guardian approval. Users must provide accurate information and must not use the platform for unlawful activity.

10. Refund Policy Reference

Refund eligibility is governed by the Terms & Conditions and applicable law. Approved refunds are processed through the original payment method and may take the payment provider's normal processing time.

11. Updates and Grievance Redressal

We may update this policy when services or laws change. Material changes will be communicated through the service or account email where practical. Grievances may be submitted to pichkutradezone@gmail.com with sufficient details for investigation.

12. Legal and Financial Disclaimer

Crypto Orbit provides software, educational content, and automated analysis tools. It does not provide investment, legal, tax, or financial advice and does not guarantee profit, accuracy, or market availability.

Crypto, forex, stocks, derivatives, and leveraged products involve significant risk. Users may lose part or all of their capital. Past performance, backtests, AI outputs, news summaries, and strategy results do not guarantee future results. You are responsible for your own decisions, risk management, and legal or tax obligations.

Questions, grievance requests, or data deletion requests can be sent to pichkutradezone@gmail.com.