

Privacy Policy

Last Updated: 22 Jan 2026

Zeenyo ("Zeenyo", "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 information when you use the Zeenyo Crypto Wallet, including our website, mobile applications, and related services (collectively, the "Services").

By accessing or using the Services, you agree to the practices described in this Privacy Policy.

1. Scope of This Policy

This Privacy Policy applies to all users of Zeenyo Services worldwide. It does **not** apply to third-party websites, applications, or services that Zeenyo does not control.

2. Information We Collect

2.1 Information You Provide

Depending on how you use Zeenyo, we may collect:

- Name, email address, phone number (if you contact support or create an account)
- Identity information (if KYC/AML is required)
- Communications with our support team

2.2 Automatically Collected Information

When you use the Services, we may automatically collect:

- Device information (device type, OS version, app version)
- Log data (IP address, timestamps, error logs, crash reports)
- Usage data (features used, interaction patterns)

2.3 Blockchain Data

Blockchain networks are public. We may process:

- Public wallet addresses
- Transaction hashes
- Token balances and on-chain activity

Note: Blockchain data is public by nature and not controlled by Zeenyo.

2.4 Cookies & Tracking Technologies

Our website may use cookies or similar technologies to:

- Improve functionality and performance
- Analyze usage and traffic

You can control cookies through your browser settings.

3. Information We Do NOT Collect

Zeenyo does not collect or store:

- Private keys
- Recovery phrases / seed phrases
- Wallet passwords or PINs (for non-custodial wallets)

If you lose your private keys or recovery phrase, Zeenyo cannot recover them.

4. How We Use Information

We use collected information to:

- Provide and maintain the Services
 - Improve app performance and user experience
 - Respond to inquiries and support requests
 - Comply with legal and regulatory obligations
 - Detect, prevent, and address fraud, abuse, or security incidents
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5. Legal Basis for Processing (Where Applicable)

Depending on your jurisdiction, we process personal data based on:

- Your consent
 - Performance of a contract
 - Compliance with legal obligations
 - Legitimate business interests
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6. Sharing & Disclosure of Information

We may share information:

6.1 With Service Providers

Trusted third parties who help us operate the Services (e.g., cloud hosting, analytics, customer support).

6.2 With Compliance & Legal Authorities

If required by law, regulation, court order, or government request.

6.3 With Third-Party Integrations

If you use third-party services (e.g., swaps, fiat on-ramps), data may be shared as required to complete those services.

Zeenyo does not sell your personal data.

7. International Data Transfers

Your information may be transferred to and processed in countries other than your own. We take reasonable measures to ensure appropriate safeguards are in place.

8. Data Retention

We retain personal data only for as long as:

- Necessary to provide the Services
- Required by law or regulation
- Needed to resolve disputes or enforce agreements

Blockchain data may remain permanently on public ledgers.

9. Security Measures

We implement reasonable administrative, technical, and organizational safeguards to protect your data. However, no system is 100% secure, and we cannot guarantee absolute security.

10. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal data
- Correct or update inaccurate data
- Request deletion of personal data
- Withdraw consent where applicable
- Object to or restrict processing

Requests can be made by contacting us at the email below.

11. Children's Privacy

Zeenyo Services are not intended for individuals under 18. We do not knowingly collect personal data from children.

12. Third-Party Links

The Services may contain links to third-party websites or services. Zeenyo is not responsible for their privacy practices.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Updates will be posted with a revised "Last Updated" date. Continued use of the Services constitutes acceptance of the updated policy.

14. Contact Us

If you have questions about this Privacy Policy or your data, contact:

Zeenyo Privacy Team

Email: support@zeenyo.com

Website: <https://zeenyo.com>