

SongTrade — Privacy & Data Protection Statement

Version 2026-07-29 · Effective 29 July 2026

Public policy document — attach to Admin Tasks / store in Filings

1. Introduction

This Privacy and Data Protection Statement explains how SongTrade ("we", "us") collects, uses, stores, and protects personal and trading-related data when you use songtrade.ai and related services (the "Service").

By creating an account you acknowledge this Statement and our Terms of Service. Policy version: 2026-07-29 (effective 29 July 2026).

2. Information we collect

- Account: email address, display name, hashed password, optional profile photo, theme/language preferences.
- Security: encrypted two-factor authentication (TOTP) secret; session metadata (IP address, device/user-agent).
- Trading activity: watchlists, alert rules, portfolio holdings, per-symbol strategies, prospect lists, paper trades (crypto and VN), VN journal trades/positions/notes/cash flows, backtest pins, custom AI prompts.
- Connected services: Telegram chat ID (optional); exchange API keys and secrets (encrypted) when you connect a venue; Stripe customer/subscription identifiers (card details are handled by Stripe, not stored on our forms).
- Communications: in-app messages and operational emails (verification, password reset, alerts).
- Admin/company records (Founders/Admins only): Accounts ledger entries and receipts; Tasks and attachments; Filings document repository.

3. How we use information

To operate and secure the Service (authentication, 2FA, fraud prevention).

- To deliver features you use (alerts, portfolio/paper trading, journal, AI-assisted analysis).
- To process subscriptions and support requests.
- We do not sell personal data to third parties.

4. Artificial intelligence

SongTrade uses AI to assist with market analysis and chat features. Core inference may run on infrastructure we control (e.g. local/self-hosted models). Some features may call cloud AI providers when configured by administrators (for example Anthropic or other model APIs).

- Prompts may include market context or content you submit (e.g. chart images, journal notes). Do not paste passwords, seed phrases, or private keys into AI chat. Exchange API secrets are never intentionally included in AI prompts.
- Cloud AI providers process data under their own terms as our processors when those paths are enabled.

5. Storage and security

- Account and application data are stored in our managed database with access controls and encrypted transport (HTTPS).
- Sensitive secrets are encrypted at rest with application-level encryption (Fernet via JETAI_ENCRYPT_KEY): exchange API keys/secrets, AI provider API keys, and TOTP secrets.
- Passwords are stored as one-way bcrypt hashes (not recoverable).
- Trading activity (holdings, strategies, journals) is protected by platform access controls and infrastructure encryption; it is not field-encrypted like API secrets.
- Administrative access is limited to authorised Admin and Founder roles.

6. Third-party processors

- Market data: providers such as Binance/ccxt, yfinance, vnstock (as configured).
- Communications: email delivery (e.g. Resend/SMTP); optional Telegram for alerts you enable.
- Payments: Stripe (card data on Stripe-hosted checkout).
- Hosting / database: our cloud infrastructure provider(s).
- Optional AI model APIs when enabled by administrators.
- Each processor is used to deliver features you use and is subject to their applicable terms.

7. Cookies and local storage

- SongTrade uses essential HTTP cookies for sign-in, session security, and service operation. These are strictly necessary. We also use browser local storage for preferences such as theme and language. We do not use third-party advertising trackers.

8. Retention and deletion

- We retain account and related data while your account is active.
- You may request access, correction, export, or deletion via the contact page. Upon account deletion we remove personal data within a reasonable period, except where retention is required for legal, tax, security, or fraud-prevention purposes.

9. Your rights

- Depending on your location, you may have rights to access, correct, export, restrict, or delete personal data, and to object to certain processing. Contact us via the contact page to exercise these rights.

10. Children

- The Service is not directed to children under 16 (or the minimum age required in your jurisdiction). We do not knowingly collect personal data from children.

11. Changes

We may update this Statement periodically. Material changes will update the version and "Last updated" date. Continued use after notice constitutes acceptance where permitted by law; we may require re-acceptance at signup or login when the policy version changes.

12. Contact

- Privacy requests: use the contact form on songtrade.ai or email the addresses published on the site. Controller: SongTrade / songtrade.ai.