

ALTSETS LLC

Privacy Policy

Effective Date: July 2, 2026

This Privacy Policy explains how Altsets LLC ("Altsets," "we," "us," or "our") collects, uses, discloses, retains, and protects personal information when you use the Altsets website, platform, application programming interfaces, data products, account features, billing services, and support communications (collectively, the "Services").

This Policy is intended to describe Altsets's current practices. It does not apply to third-party websites or services that publish their own privacy notices. Your use of the Services is also governed by the Altsets Terms of Use and Subscription Agreement.

1. Scope

1.1 This Policy applies to personal information Altsets processes in connection with account creation, authentication, subscriptions, workspaces, API access, customer support, sales communications, and use of the Services.

1.2 "Personal information" means information that identifies, relates to, or can reasonably be linked to an individual or household. It does not include information that has been lawfully made public or information that has been aggregated or de-identified so that it cannot reasonably be linked to an individual, except where applicable law provides otherwise.

1.3 This Policy generally does not apply to company, security, market, or supply-chain information made available as part of the Altsets data product, unless that information is personal information under applicable law.

1.4 If you use the Services through an organization account, the organization may administer your access and may be able to view information associated with that organization account, as described in Section 5.

2. Personal Information We Collect

2.1 Account and Authentication Information

- Email address, account identifier, and any name, organization name, or account preferences you choose to provide.
- Authentication and security information, such as session records, login activity, password-reset activity, multifactor-authentication status, and suspected unauthorized access.
- Passwords and similar authentication credentials are processed by our authentication provider. Altsets does not receive or store your password in readable form.

2.2 Subscription and Billing Information

- Plan selection, subscription status, renewal and cancellation dates, credits or entitlements, Stripe customer and subscription identifiers, invoice or transaction identifiers, payment status, billing email, and related accounting records.
- Stripe or another payment processor collects full payment-card details and may collect billing addresses or tax information when you provide them during checkout or billing. Altsets does not store full card numbers or card security codes in its application database.

- Altsets may receive or access limited payment details through the processor, such as card brand, last four digits, invoice information, transaction status, fraud or chargeback information, and billing or tax details needed to address a specific billing, accounting, or legal issue.

2.3 Product Information and Customer Content

- Workspace names and configurations, network maps, saved entities and relationships, unlocks, credits used, searches, settings, and any portfolio or research information you choose to save through an available feature.
- API account settings, API-key identifiers or secure representations, endpoint and request metadata, response status, rate-limit activity, and other technical information needed to operate and protect API access.
- Exports, downloads, and other actions taken through the Services when those records are needed to provide the feature, enforce plan limits, secure the Services, or resolve a dispute.

2.4 Communications and Business Information

- Emails and other messages you send to support@altsets.com, including support requests, sales inquiries, feedback, billing questions, and dispute or privacy requests.
- For business or Enterprise discussions, information you choose to provide such as company name, professional role, team size, purchasing authority, intended use, and licensing requirements.

2.5 Technical and Usage Information

- Altsets and our infrastructure, hosting, security, and authentication providers may automatically receive Internet Protocol address, browser and operating-system information, user agent, timestamps, requested pages or endpoints, referring page, session identifiers, errors, and network or performance information.
- We collect product-usage records such as feature interactions, searches, relationship unlocks, credit usage, API requests, exports, authentication events, and suspected abuse where needed to provide, secure, troubleshoot, and enforce the Services.

2.6 Cookies and Local Storage

Altsets uses cookies, local storage, or similar browser technologies that are necessary for authentication, session management, security, billing flows, and remembering basic preferences. As of the Effective Date, Altsets does not use advertising pixels or cookies to track users across unrelated websites for targeted advertising.

2.7 Information From Service Providers

- Stripe may provide transaction, subscription, payment-status, fraud, and chargeback information.
- Supabase or another authentication and database provider may provide account, authentication, session, and security information.
- Vercel, Cloudflare, email providers, and other infrastructure providers may provide delivery, request, error, security, and service-performance information.
- An organization administrator may provide your business email address, role, team membership, and authorization to use an organization account.

2.8 Information We Do Not Intentionally Collect

Altsets does not ask users to provide Social Security numbers, government identification documents, biometric identifiers, precise geolocation, health information, or information about race, religion, sexual orientation, or other highly sensitive personal matters through ordinary use of the Services.

Do not place unnecessary sensitive personal information in a workspace, support message, or other Customer Content.

3. How We Use Personal Information

Altsets uses personal information only for purposes reasonably connected to operating the Services, including to:

- Create and administer accounts, workspaces, subscriptions, API access, data access, exports, and requested features.
- Authenticate users, manage sessions and API keys, enforce plan and rate limits, protect accounts, detect fraud or abuse, and investigate unauthorized access, scraping, credential sharing, or redistribution.
- Process subscriptions, renewals, invoices, refunds, credits, failed payments, taxes, and chargebacks, and maintain records needed for accounting and dispute resolution.
- Respond to support, sales, billing, discrepancy, privacy, and legal requests and communicate about accounts, security, service changes, and transactions.
- Troubleshoot errors, monitor performance, understand how features are used, and improve the Services using product-usage information and, where appropriate, aggregated or de-identified information.
- Comply with law, respond to valid legal process, enforce our agreements, protect Altsets and its users, and establish, exercise, or defend legal claims.
- Evaluate or complete a financing, merger, acquisition, restructuring, or sale involving Altsets, subject to appropriate confidentiality and legal protections.

Altsets does not use non-public Customer Content to train a publicly available or third-party general-purpose artificial-intelligence model unless the applicable customer expressly directs or separately agrees to that use.

4. How We Disclose Personal Information

Altsets may disclose personal information only as described below:

- Service providers. Providers that perform hosting, database, authentication, content delivery, security, payment processing, billing, email delivery, support, error monitoring, legal, accounting, or similar services for Altsets.
- Payment processors. Stripe or another payment processor receives the information required to process payments and administer subscriptions. Payment processors may also process payment information under their own privacy notices and legal obligations.
- Organization administrators. Where an organization account includes administrative controls, authorized administrators may access account identity, role, permissions, usage, security, billing, API activity, and Customer Content associated with that organization.
- Recipients you direct. We disclose information when you invite another authorized user, export information, connect an authorized service, or otherwise direct us to send information to another party.
- Professional advisers and legal recipients. Lawyers, accountants, insurers, auditors, courts, regulators, law-enforcement agencies, or other parties where disclosure is reasonably necessary to comply with law, protect rights or security, or handle a claim or transaction.
- Corporate transactions. Actual or prospective buyers, investors, lenders, and advisers in connection with a financing, merger, acquisition, restructuring, bankruptcy, or sale of assets, subject to protections required by law.

Altsets does not routinely provide user account information to data licensors. If access to a particular licensed data source ever requires professional-status verification, user reporting, or another disclosure, Altsets will disclose that requirement in the applicable checkout, supplemental terms, or Order Form before the disclosure occurs.

4.1 No Sale or Targeted Advertising

As of the Effective Date, Altsets does not sell personal information, does not share personal information for cross-context behavioral advertising, and does not use personal information for targeted advertising as those terms are defined by applicable U.S. state privacy laws. Altsets does not provide personal information to third parties for their own direct-marketing purposes. If these practices change, we will update this Policy and provide any notice, consent, or opt-out mechanism required by law before the new practice applies.

5. Organization Accounts and Customer Content

5.1 A Business Customer controls which Authorized Users may access its organization account. Depending on the account features, authorized administrators may be able to view or manage user identity, role, permissions, activity, billing, security information, API activity, and Customer Content associated with the organization.

5.2 Business Customers are responsible for providing any privacy notices and obtaining any permissions required before placing personal information about employees, clients, investors, counterparties, or other individuals in the Services.

5.3 Altsets uses non-public Customer Content to provide, secure, support, maintain, and administer the Services; respond to customer instructions and support requests; comply with law; and exercise or defend legal rights. Altsets does not sell Customer Content.

6. Cookies and Similar Technologies

6.1 Altsets currently uses browser technologies that are necessary or functional, including technologies used for authentication, session continuity, security, billing flows, and preferences. We do not currently use third-party advertising pixels or cross-site behavioral advertising cookies.

6.2 You may control cookies through your browser settings, but blocking technologies needed for authentication or security may prevent the Services from functioning. Because Altsets does not currently sell or share personal information for targeted advertising, a browser-based sale or advertising opt-out signal does not change our current practices.

6.3 Before introducing advertising trackers or another materially different cookie practice, Altsets will update this Policy and implement any notice, consent, or opt-out controls required by applicable law.

7. Data Retention

Altsets does not apply one fixed retention period to every category of information. We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, taking into account account status, security needs, contractual commitments, dispute and limitation periods, tax and accounting requirements, legal holds, and the time needed to complete deletion through ordinary backup cycles.

- Account and profile information is generally retained while an account remains active and afterward only as needed to complete account closure, prevent fraud or abuse, resolve disputes, satisfy legal obligations, or maintain limited records of prior acceptance and transactions.
- Customer Content is generally retained while the applicable account or workspace is active. After deletion or closure, it may remain for a limited period in operational systems or routine backups

before being deleted or overwritten, unless retention is required by law, a legal hold, security needs, or an applicable agreement.

- Altsets retains limited subscription, invoice, and transaction records as needed for billing, accounting, tax compliance, fraud and chargeback handling, contract enforcement, and legal claims. Stripe separately retains payment and transaction information under its own privacy policy and legal obligations.
- Authentication, API, security, and usage logs are retained only as long as reasonably needed for security, abuse prevention, rate limiting, troubleshooting, service integrity, dispute evidence, and legal compliance, after which they may be deleted or aggregated.
- Support, sales, billing, and privacy communications are retained as needed to resolve the matter, maintain an appropriate business record, and address follow-up disputes or legal obligations.
- Marketing opt-out and suppression records may be retained as needed to honor your communication preference.

When retention is no longer reasonably necessary, Altsets deletes, de-identifies, or securely disposes of the information in accordance with its operational processes. Service providers may maintain separate copies for the periods stated in their own policies or required by their legal obligations.

8. Security

Altsets uses reasonable administrative and technical measures designed to protect personal information, including access controls, authentication protections, secure provider configurations, encryption in transit where supported, and logging or monitoring appropriate to the Services. Access to production systems and non-public customer information is limited according to operational need.

No system is completely secure, and Altsets cannot guarantee that unauthorized access, loss, or misuse will never occur. You are responsible for protecting your credentials and API keys, securing your devices and integrations, limiting access to Authorized Users, and notifying support@altsets.com promptly if you suspect unauthorized access. Altsets will provide security-incident notices when required by applicable law.

9. Your Choices and Privacy Rights

9.1 Account and Communication Choices

- You may update information available in your account settings or contact support@altsets.com to request assistance.
- You may unsubscribe from promotional emails through the unsubscribe method provided in the message. Altsets may continue to send transactional, account, billing, security, and legal communications.

9.2 Privacy Rights

Depending on where you live and whether the applicable privacy law applies to Altsets and the requested information, you may have rights to access, correct, delete, or obtain a copy of personal information; object to or restrict certain processing; withdraw consent where processing relies on consent; appeal a request decision; and receive service without unlawful discrimination for exercising a privacy right.

These rights are subject to legal exceptions. Altsets may retain or continue processing information where permitted or required for security, fraud prevention, completing transactions, tax or accounting records, compliance with law, internal administration, or establishing, exercising, or defending legal claims.

9.3 Submitting a Request

To submit a privacy request, email support@altsets.com with the subject line "Privacy Request" and identify the email address associated with your account. Altsets may request information reasonably necessary to verify your identity, account, or authority. Where permitted by law, an authorized agent may submit a request with appropriate proof of authority. Altsets will respond within the period required by applicable law.

10. International Processing

Altsets is based in the United States. Personal information may be processed in the United States and in other countries where our service providers operate. Those countries may have different privacy laws. Where an applicable law requires a specific safeguard for an international transfer, Altsets will use a lawful transfer mechanism available through the relevant provider or another appropriate mechanism.

Where European Economic Area, United Kingdom, Swiss, or similar privacy law applies, Altsets relies on contract, legitimate interests, legal obligation, or consent, as appropriate. Individuals may also have rights to object, restrict processing, withdraw consent, or complain to an applicable data-protection authority.

11. Children

The Services are intended for people eighteen (18) years of age or older and are not directed to children. Altsets does not knowingly permit a person under eighteen to create an account or intentionally collect personal information from a child. If you believe a minor has provided personal information, contact support@altsets.com.

12. Third-Party Services and Links

The Services may link to or use third-party services, including Stripe, Supabase, Vercel, Cloudflare, and email or support providers. Those providers may process information on Altsets's behalf and may also process certain information under their own privacy notices and legal obligations. Altsets is not responsible for the independent privacy practices of a third-party website or service.

13. Changes to This Policy

Altsets may update this Policy to reflect changes in the Services, providers, law, or actual privacy practices. We will post the revised Policy and update the Effective Date. Where required by law, we will provide additional notice or obtain consent before a material change applies.

14. Contact

Questions, concerns, and privacy requests may be sent to:

Altsets LLC

Email: support@altsets.com

Subject line for rights requests: Privacy Request