TradeSun Privacy Policy

Version 1.3 · Effective date: 31 October 2026

1. About this policy

This policy explains how TradeSun Inc., a Delaware corporation ("TradeSun", "we", "us"), collects and uses personal information when you visit tradesun.ai (including through tradesun.com, which redirects to it) or use TradeSun's services, including the Pre-Validate App (pre-validate.tradesun.ai) (together, the "Service"). Our address is 2196 Carmel Valley Road, Del Mar, CA 92014, USA.

The Service is for business use only. It is not intended for consumers or anyone under 18.

For account, billing and website information, TradeSun decides how the information is used (we are the "controller" under data protection law). For personal information contained in documents you upload, we process it on behalf of your organisation (we are a "processor"); see section 4.

2. Information we collect

- **Account details:** name, business email address, password (stored securely by our authentication provider). Source: you.
- **Terms acceptance:** date and time you accepted, version accepted. Source: you.
- **Billing:** purchase history and credits. Card details are collected and held by Stripe; we do not store full card numbers. Source: you and Stripe.
- **Uploaded documents:** trade documents and the personal information in them, such as names, signatures and contact details of people named in them. Source: you or your organisation.
- **Your inputs:** review notes, feedback on results, transaction status. Source: you.
- **Support messages:** what you send via the contact form or help@tradesun.com. Source: you.
- **Technical data:** IP address, browser and device type, log and usage data. Source: collected automatically when you use the Service.

We do not knowingly collect sensitive personal information (such as health or biometric data). Please do not upload documents containing it unless necessary.

3. How we use it and our lawful bases

UK and EU law require us to state a lawful basis for each use.

- **Create and run your account, process documents, provide results:** performance of our contract with your organisation.

- **Take payment and keep financial records:** contract; legal obligation.
- **Record that you accepted our Terms of Service:** legitimate interests (proving our agreement).
- **Respond to support requests:** legitimate interests.
- **Keep the Service secure, prevent fraud and misuse:** legitimate interests.
- **Improve the Service using usage data:** legitimate interests.
- **Send you service and Terms-change notices:** contract; legitimate interests.
- **Send marketing emails:** legitimate interests for business contacts, with an unsubscribe link in every email; consent where the law requires it.
- **Comply with law and respond to lawful requests:** legal obligation.

We do not sell your personal information, and we do not share it for cross-context behavioural advertising.

4. Documents you upload

When you upload trade documents, we process them to provide the Service to your organisation (extracting data, checking it against rules and showing you discrepancies) and, unless your organisation opts out, to improve our models (see below). Your organisation decides what to upload and remains responsible for having the right to share any personal information in those documents.

We use automated tools, including AI models, to analyse documents. Results can contain errors and are not a decision about you or any individual; your organisation reviews them and decides what to do.

The AI models we use are run by us or by our service providers under contracts that restrict their use of your data to providing the Service to us.

Improving our models: we may use the content of uploaded documents, and your feedback on results, to train and improve the models that power the Service. This helps Astra® process your documents more accurately and consistently, and helps detect fraud. You can opt out at any time (see below). We use your documents only to improve TradeSun's own Astra® models. They are not used to train general-purpose AI models, and our AI providers are not permitted to use them to train their own models. We aggregate data and de-identify it before training, and personal information is not used to train our models. We do not disclose your documents to other customers.

Opting out: your organisation can opt out at any time by emailing dataprotection@tradesun.com with the subject "Model training opt-out". We will stop using your organisation's documents for training from the date we confirm your request. Opting out does not affect the Service. Where your organisation has a separate written agreement with us, its terms on data use take priority.

5. Who we share it with

We share personal information only with service providers who help us run the Service, under contracts requiring them to protect it and use it only on our instructions.

- **Amazon Web Services (servers in the United States and Ireland):** hosting, storage, sign-in and sending app emails.
- **Stripe:** payments, tax calculation and fraud prevention.
- **Third-party AI model providers:** document analysis, used when needed to improve extraction accuracy.

- **Microsoft (Microsoft 365):** support and service emails.
- **Wix.com:** hosts tradesun.ai, including its contact form.

We may also share information with professional advisers, with authorities where the law requires it, or with a buyer if TradeSun's business is sold or merged. Other users in your organisation can see your organisation's transactions, credit purchases and who made them.

6. International transfers

TradeSun is based in the United States, and our service providers may process information in the US and other countries. Where we transfer personal information from the UK or EU to a country without equivalent protection, we use recognised safeguards, such as the European Commission's Standard Contractual Clauses and the UK International Data Transfer Addendum, or equivalent mechanisms used by our providers. You can ask us for details.

7. How long we keep it

We keep personal information only as long as needed for the purposes above:

- Account details: while your account is open, then 2 years after closure.
- Uploaded documents and results: kept while your organisation's account is open, so you can refer back to past checks. We delete them sooner if your organisation asks, and within 12 months after the account closes.
- Billing and Terms-acceptance records: up to 7 years, to meet legal and tax obligations and defend legal claims.
- Technical logs: 12 months.

After that, we delete the information or anonymise it so it no longer identifies anyone.

8. Your rights

Depending on where you live, you may have the right to:

- access the personal information we hold about you
- correct inaccurate information
- delete your information
- object to or restrict how we use it
- receive your information in a portable format
- withdraw consent where we rely on it
- opt out of marketing at any time

To use these rights, email dataprotection@tradesun.com. We will respond within one month (UK/EU) or the time the applicable law requires, and may need to verify your identity. If your information is in documents uploaded by your organisation, we may refer your request to them.

UK and EU: you can complain to the UK Information Commissioner's Office (ico.org.uk) or your local data protection authority. We would appreciate the chance to resolve your concern first.

California: you can request details of the categories of personal information we collect and who we share it with. We do not sell personal information or share it for cross-context behavioural advertising.

9. Cookies, Do Not Track and security

Cookies: The Pre-Validate App uses only cookies needed to sign you in and run it securely. Our website, tradesun.ai, is hosted by Wix, which sets cookies needed to run the site and, only with your consent, other cookies, such as Wix Analytics cookies that measure how the site is used. These are off until you accept them, and you can accept, decline or change them through the cookie banner and its settings. We do not use advertising cookies.

Do Not Track: our Service does not currently respond to browser "Do Not Track" signals. We do not track you across other websites.

Security: we use technical and organisational measures to protect personal information, including encryption in transit, access controls and use of established providers. No system is completely secure; if a breach affects you, we will notify you and the authorities as the law requires.

Children: the Service is for businesses and is not directed at anyone under 18.

10. Changes to this policy

We may update this policy. The version number and effective date at the top will change. For material changes, we will tell you by email or in the Service before they take effect. Previous versions are available on request.

11. Contact us

For privacy questions or to exercise your rights:

- Email: dataprotection@tradesun.com
- Post: TradeSun Inc., 2196 Carmel Valley Road, Del Mar, CA 92014, USA