

Transparency Policy

This Transparency Policy establishes the manner in which CASPINEX Ltd and its affiliates provide answers to different requests from competent authorities, legal entities, and individuals.

If you seek information from CASPINEX:

Any request for information shall be made in clear English language only and include a valid email address for us to respond. CASPINEX will always confirm the authenticity of your request before responding via electronic mail.

For United Kingdom: send a valid order of an English court or fully-executed Data Protection Act request to legal@caspinex.com, together with a copy of your agency-issued identification. caspinex will confirm the authenticity of your request and respond via electronic mail.

For United States: send to legal@caspinex.com a valid subpoena issued in connection with an official criminal investigation for the disclosure of basic subscriber records a valid court order; or a search warrant issued under the procedures described in the Federal Rules of Criminal Procedure or equivalent state warrant procedures upon a showing of probable cause for the disclosure, if any.

Rest of the world: CASPINEX will respond to the valid order of an English court. A Mutual Legal Assistance Treaty request or letters rogatory may be required.

If your request involves imminent risk of death or serious bodily harm:

If you are a law enforcement agent requesting information from CASPINEX that is likely to prevent death or serious bodily harm, you may contact us on an expedited basis. Together with the appropriate documents listed above, send an email to legal@caspinex.com with "IMMINENT RISK" in the subject line. In the body of the email, include a brief attestation describing the imminent risk, and CASPINEX will endeavor to respond on an expedited basis.

Frequently Asked Questions

Q. Does CASPINEX respond to law enforcement information requests?

A. Yes. CASPINEX will respond to valid law enforcement agency information requests. See above for

further instructions.

Q. I have a bitcoin address or transaction hash. Can CASPINEX correlate this information with any personally-identifying user information?

A. If the address or hash was used in a transaction on the Caspinex.com Exchange, then CASPINEX can correlate it to a user's account.

Q. I have the name, address, telephone number, or other personally-identifying information of an individual. Can CASPINEX correlate this information with other personally identifying information?

A. If the individual is a customer of the Caspinex.com Exchange, CASPINEX can correlate the information with a user profile.

Disclaimer

The information and data supplied in response to requests will be collected and provided to the fullest and most accurate possible extent. However, nothing in such information and data can be ensured to contain no errors, mistakes, misrepresentations or failures etc. Such errors, mistakes, misrepresentations or failures etc. can be the result of human agency, program or process imperfections, such as i.e. crypto-validation deficiency. THEREFORE, NEITHER CASPINEX NOR ANY OF OUR RESPECTIVE DIRECTORS, OFFICERS, EMPLOYEES, AGENTS OR OUTSOURCED ADVISORS MAKES ANY REPRESENTATION, WARRANTY OR GUARANTEE WHATSOEVER WITH RESPECT TO THE INFORMATION AND DATA AND, IN PARTICULAR, AS TO THE ACCURACY OR COMPLETENESS OF THE INFORMATION AND DATA.

Nothing in this section shall be deemed or construed as non-willingness to provide the requested information and data.