

Privacy Policy

Last updated: October 16th, 2024.

1. About this Policy

Privacy is a Fundamental Right

At LoanEx Corp., we value and respect your privacy. We are committed to safeguarding your personal information and handling it in a manner that complies with applicable privacy laws and exceeds industry standards. Your trust is important to us, and we are dedicated to maintaining transparency in how we collect, use, and protect your data.

Companion to Terms of Use

This Privacy Policy is a companion document to the LoanEx Corp. Terms of Use, which governs your legal relationship with us. Please read these documents together. In case of any conflict, the Terms of Use will take precedence.

Who We Are

LoanEx Corp. is a Canadian corporation offering financial services by facilitating lending opportunities to our lenders. This Privacy Policy applies to all services provided through our platform, including our website, mobile applications, and other online properties.

2. Why We Collect Personal Information

We collect your personal information to:

- Comply with applicable legal and regulatory requirements, including anti-money laundering (AML) and counter-terrorism financing (CTF) laws.
- Provide, maintain, and improve our services.

- Enhance the security and functionality of our platform.
- Understand customer service issues and improve communication.
- Facilitate transactions and ensure accurate record-keeping for customers and lenders.

3. What We Collect

We, or our third-party service providers, collect the following types of personal information:

- Contact Information: Name, address, phone number, and email.
- Government Identification: Identity documents (e.g., driver's license, passport) and a photo for identity verification.
- Financial Information: Bank details, transaction history, and loan-related data.
- Employment Information: Occupation and income details (where required by law or to process a lending application).
- Network Identifiers: IP address, device type, and browser information.
- Analytics Data: Usage patterns and interaction data collected to improve our services.

4. LoanEx Corp. Practices

Who Handles Your Information?

Most personal information is processed by LoanEx Corp. employees who are trained in data security and privacy practices. In some cases, we work with contractors and third-party service providers, all of whom are bound by confidentiality agreements and our strict data privacy policies.

Security Measures

We use robust security measures, including encryption and access controls, to protect your personal information. Only authorized personnel have access to sensitive data, and this access is granted on a “need-to-know” basis.

Access and Corrections

You can access and update your personal information by logging into your LoanEx account. If you believe there is an error in your personal information, please contact us at info@loanex.network.

5. Third-Party Practices

AML/CTF Service Providers

As a regulated financial service provider, we use third-party vendors to assist with identity verification and compliance with AML/CTF regulations.

Third-Party Analytics and Cookies

We use analytics tools (e.g., Google Analytics) to understand user behaviour and improve our platform. These tools may collect anonymized data but could, in certain situations, link data to your personal information.

Cloud Computing and Data Storage

We use cloud-based services to securely store your personal information. These providers are contractually obligated to maintain confidentiality and comply with applicable privacy standards.

6. Limited Disclosure Where Necessary

We limit the disclosure of your personal information to:

- Comply with legal obligations (e.g., responding to subpoenas or regulatory requests).
- Facilitate transactions with financial institutions or payment processors.
- Protect against fraud, unauthorized transactions, or other legal risks.

We Do Not Sell Your Personal Information

LoanEx does not rent, sell, or trade your personal information to third parties.

7. Privacy-Conscious Practices

We continuously strive to improve our privacy practices and welcome your feedback. If you have suggestions or concerns, please reach out to us at info@loanex.network.

8. Privacy Questions and Complaints

For privacy-related inquiries, corrections, or complaints, please contact our support team and include privacy inquiry in the header:

Email: info@loanex.network

This Privacy Policy reflects our ongoing commitment to protecting your personal information. By using LoanEx Corp. services, you agree to the practices outlined here.