Hespera Privacy Notice

Hespera Capital Assets / Hespera ETFs · Last reviewed September 03, 2026 · Effective March 27, 2026

1. Scope

This Privacy Notice explains how Hespera ETFs collects, uses, shares, and protects personal information when you visit hesperastocks.org, open an account, use the dashboard, contact Client Care, or receive communications from @hesperastocks.org addresses.

2. Categories of information

- Identifiers: name, email, phone, postal address, government ID numbers where required for KYC.
- Financial information: funding methods, wallet addresses, transaction history, plan selections.
- Commercial information: products considered or obtained, support tickets, chat transcripts.
- Internet / device data: IP address, browser type, device identifiers, cookies, session logs.
- Inferences: risk preferences derived from questionnaires or AI Advisor interactions.
- Sensitive information: government ID images, biometric liveness checks where used, account credentials (stored hashed/encrypted).

3. Sources

We collect information directly from you, from your devices, from identity-verification vendors, from payment networks, and — with your direction — from prior institutions during rollovers or transfers.

4. Purposes of use

- Open, maintain, and secure accounts; complete KYC/AML/KYB.
- Process deposits, investments, withdrawals, and tax documentation where applicable.
- Provide support via dashboard, email, and WhatsApp.
- Improve products, detect fraud, and comply with law.
- Send service notices and, where permitted, educational or marketing messages (you may opt out of marketing).

5. Sharing

We do not sell personal information. We share data with service providers who process it on our behalf (hosting, email delivery, identity verification, analytics, security), with professional advisors, with government authorities when required, and with other parties at your direction (for example a transfer to another institution).

Service provider examples

- Cloud infrastructure and application hosting providers.
- Email and deliverability providers (for example Mailgun-class SMTP).
- Identity, document, and fraud-prevention vendors.
- Customer engagement and live-chat tooling.
- Auditors, counsel, and compliance consultants under confidentiality.

6. Retention

We retain information for as long as your account is active and thereafter as required for legal, accounting, dispute, and AML recordkeeping — often several years after closure depending on jurisdiction.

7. Security

We apply administrative, technical, and physical safeguards appropriate to the sensitivity of the data, including encryption in transit, access controls, and monitoring. No method of transmission or storage is perfectly secure.

8. Your rights

Depending on your location, you may have rights to access, correct, delete, or restrict certain processing, and to appeal a denial. Submit requests through Client Care. We may need to verify your identity before fulfilling a request.

9. International transfers

Your information may be processed in countries other than your own. Where required, we use contractual or other approved transfer mechanisms.

10. Children

Custodial and youth pathways are opened by adults. We do not knowingly collect personal information from children except as needed to operate those supervised products.

11. Changes and contact

We may update this Notice by posting a new version with a revised effective date. Questions: privacy requests via Client Care on hesperastocks.org or WhatsApp.

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