

Privacy Policy

Last updated: 17 August 2026 | usetrandle.com

This policy explains what we collect, why we collect it, who else touches it and what you can demand from us. It is written to be read, not to hide behind legalese.

1. Data controller

The controller of your personal data is Trandle, based in Italy. For any privacy matter - including exercising your rights - write to support@usetrandle.com: requests are handled directly by the team, and we respond within 30 days. We are not required to appoint a Data Protection Officer and have not appointed one. Full registered details will be published here once incorporation is complete.

2. What we collect and why

- Account data (email address, password hash or Google account identifier): to create and secure your account and to log you in. Legal basis: performance of the contract.
- Trading content you create (trades, notes, screenshots, strategies, backtest sessions, connected-account labels): to provide the journal and analytics that are the purpose of the Service. Legal basis: performance of the contract.
- Trading data imported by you via file import or the MetaTrader connector (closed trades, open positions, symbols, volumes, prices, times, commissions, swap, profit, account number): to populate your journal automatically. Legal basis: performance of the contract, at your instruction.
- Usage data (which sections you open, session heartbeats, feature events, timestamps): to understand which parts of the product are used and to improve it. Legal basis: legitimate interest in improving the Service; the data is tied to your account and is not sold or shared for advertising.
- Billing data: handled by Whop as merchant of record. We receive the subscription status associated with your account; we never receive or store your full card details.
- Support correspondence: to answer you and keep a record of the request. Legal basis: legitimate interest and performance of the contract.
- Technical logs generated by our hosting and database providers (including IP address and request metadata): for security, abuse prevention and debugging. Legal basis: legitimate interest.

3. What we never do

- We do not sell your personal data, and we never will.
- We do not share your trading content with other users or third parties, except the processors listed below strictly to run the Service.
- We do not use your data for advertising or profiling, and we do not run advertising trackers.
- We never ask for, receive or store your broker trading password. The MetaTrader connector runs on your own machine using your terminal's own session.

4. Processors and where your data lives

We use a small number of providers, each acting as a processor on our instructions:

- Supabase - database, authentication and file storage. Your account data and journal content are stored in the European Union (Ireland).
- Vercel - hosting and delivery of the website and application.
- Whop - subscription checkout and payment processing, as merchant of record.

- Resend - transactional email (account confirmation, password reset).
- ImprovMX - forwarding of email sent to our support address.
- Google - only if you choose to sign in with Google, which shares your email address and basic profile with us.

Some of these providers are established outside the European Economic Area or may process data outside it. Where that happens, transfers are covered by the European Commission's Standard Contractual Clauses or another lawful transfer mechanism offered by the provider.

Market data providers (Dukascopy, Binance) supply historical price data to us. We do not send them any personal data about you.

5. How long we keep it

- Account and journal content: for as long as your account exists.
- After account deletion: content is deleted from our live systems promptly; residual copies may persist in provider backups for a limited period before being overwritten.
- Usage data: kept in aggregate and per-account form while the account exists.
- Billing records: retained by Whop and by us as required by applicable accounting and tax law.
- Support correspondence: kept as long as needed to handle the matter and any follow-up.

6. Your rights

Under the GDPR you can ask us to: access your data; correct it; delete it; restrict or object to processing; and receive it in a portable format. You can also withdraw consent where processing is based on consent, without affecting prior processing.

Two of these you can exercise yourself, instantly, from inside the app: export everything as CSV, and delete your account. For anything else, write to support@usetrandle.com and we will respond within 30 days.

If you believe we have mishandled your data, you can lodge a complaint with your local supervisory authority - in Italy, the Garante per la protezione dei dati personali (garanteprivacy.it). We would appreciate the chance to fix it first.

7. Security

Access to your data is protected by authentication and by database-level row security rules that make each account's rows readable only by that account. Traffic is encrypted in transit. Connector tokens can be revoked at any time. No system is perfectly secure: if a breach affects your personal data and poses a risk to you, we will notify you and the supervisory authority as required by law.

8. Children

Trandle is not intended for anyone under 18 and we do not knowingly collect data from minors. If you believe a minor has created an account, tell us and we will delete it.

9. Changes

If we change this policy materially, we will notify registered users by email before the change takes effect. The date at the top always reflects the current version.

Contact

Trandle - Italy
support@usetrandle.com