LYRA QUANTUM

PRIVACY POLICY

How we handle your personal data — GDPR (EU) 2016/679

Version 2.0 · Effective 14 August 2026
Larenova s.p., Tim Lukežič · Jemčeva C. 23, 1236 Trzin, Slovenia
Tax number 63750244 (not liable for VAT under Article 94 of the Slovenian VAT Act)
support@lyra-quantum.com · https://lyra-quantum.com

1. Who We Are

Larenova s.p., Tim Lukežič, Jemčeva C. 23, 1236 Trzin, Slovenia, tax number 63750244, operates Lyra Quantum (lyra-quantum.com and app.lyra-quantum.com). We are the data controller for the personal data described here.

Contact for any privacy matter: support@lyra-quantum.com.

2. What We Collect

You give us

- Your name and email address, at registration.
- Your password, stored only as a bcrypt hash. We cannot read it.
- Your exchange API key and secret, if you use Autopilot. Encrypted before storage — see section 4.
- Your Discord username, if you want Discord access; your Telegram identifier, if you join the signals channel.
- Your Bybit UID, if you use the free month through our Bybit partnership.
- Your risk settings and portfolio stop limits.
- Your personal Discord webhook address, if you choose to add one.
- Anything you send us in support correspondence.

You create by accepting our documents

- A consent record: which documents you accepted, the exact version of each, the date and time, your IP address and your browser identification. We keep this because the law requires us to be able to demonstrate your consent.

We collect automatically

- IP address and the approximate country it indicates.
- Browser, operating system and device type.
- Sign-in times and session activity, and which pages of the dashboard you use.
- If you install our mobile application and allow notifications, a push notification token. The application does not access your location, contacts, photos, microphone or camera.

We read from your exchange, if you use Autopilot

- Your account balance, read through your API key so positions can be sized and your portfolio stop can be evaluated.
- Your open positions and the results of trades placed through the Service.

We never collect

- Card numbers or bank details. Payment is handled entirely by Stripe.
- Government identity documents, biometric data, or any special category of personal data.

3. Why We Use It, and On What Legal Basis

- Performance of our contract with you — to run the Service, deliver signals, place and manage trades, apply your settings, and manage your subscription.
- Performance of our contract — to take payment and handle billing.
- Legal obligation — to keep accounting records, and to be able to demonstrate that you consented to our terms.
- Our legitimate interests — to keep the Service secure and reliable, to detect and prevent fraud and abuse, and to investigate incidents. We balance this against your rights and use the least data that answers the question.
- Your consent — for optional marketing email and for non-essential cookies. You can withdraw consent at any time without affecting anything else.

We do not profile you and we make no automated decisions that produce legal or similarly significant effects about you. Automated trading executes trading instructions; it does not evaluate you as a person.

4. Your API Keys

1. API keys and secrets are encrypted with Fernet (AES-128 in CBC mode with HMAC-SHA256 authentication) before they are written to disk. The encryption key is held separately from the encrypted data.
2. They are used only to read your balance and positions and to place and close orders as part of the Service. They are never shared with anyone.
3. A key you give us must have Read and Trade permissions and nothing more. Never give any service, including us, a key with withdrawal or transfer permissions. Without those permissions no one can move money out of your account with that key, whatever else happens.
4. You can replace or remove your key at any time from Settings.
5. Keys are deleted within 30 days of your account closing.

5. Who Else Sees Your Data

We do not sell, rent or trade your personal data. We share only what each of these needs to do its job:

- Stripe Inc. — payment processing. Stripe receives your email and payment details directly; we receive only a customer and subscription reference.
- Bybit — order execution through your own API key, and, if you use the free month, confirmation of your UID and that it was registered through our link. We do not receive your Bybit login and cannot access your account beyond what your key permits.
- Hetzner Online GmbH — server hosting, in Helsinki, Finland (European Union).
- Discord Inc. — signal delivery and role assignment, only if you give us a Discord username.
- Telegram FZ-LLC — signal delivery, only if you join the channel.
- Google LLC — outbound email delivery for account and service messages.

We may disclose data where the law requires it, or to establish, exercise or defend legal claims.

6. Where Your Data Is

Our servers are in Helsinki, Finland, inside the European Union. Some processors listed above are established outside the EEA. Those transfers rely on the European Commission's Standard Contractual Clauses or an adequacy decision.

7. How Long We Keep It

- Account details (name, email, settings) — while you are a customer, then 3 years.
- API keys — deleted within 30 days of account closure.
- Trading records generated by the Service — 5 years.
- Consent records — 5 years after the contract ends, so that we can demonstrate consent if it is ever disputed.
- Payment and accounting records — 10 years, as required by Slovenian and EU accounting law.
- Support correspondence — 3 years.
- Server and security logs — 12 months.

8. Your Rights

Wherever you live, we apply these rights to everyone:

- Access — get a copy of the personal data we hold about you.
- Rectification — have inaccurate or incomplete data corrected.
- Erasure — have your data deleted, except where we must keep it by law.
- Restriction — have us limit what we do with your data.
- Portability — receive your data in a structured, machine-readable format.
- Objection — object to processing based on our legitimate interests.
- Withdraw consent — at any time, where processing rests on consent.

Write to support@lyra-quantum.com. We answer within 30 days and do not charge for it. If you are unhappy with our answer you may complain to your national data protection authority; in Slovenia that is the Informacijski pooblaščenec.

9. Cookies and Local Storage

1. The dashboard stores your sign-in token and your chosen theme in your browser's local storage. Without the token you cannot stay signed in.
2. We use no advertising cookies and no cross-site tracking.
3. Any analytics cookie is placed only with your consent and can be refused without losing access to the Service.
4. You can clear this at any time from your browser settings; you will simply be asked to sign in again.

10. Security

1. Passwords are stored as bcrypt hashes; API credentials are encrypted at rest; all traffic is served over TLS.
2. Optional two-factor authentication is available in Settings and we recommend turning it on.
3. Access to production systems is restricted and authenticated by key.

4 No system is perfectly secure. If a breach occurs that is likely to put your rights at risk, we will notify the supervisory authority within 72 hours and tell you without undue delay.

11. Children

The Service is not for anyone under 18 and we do not knowingly collect data from minors. If you believe we have, tell us and we will delete it.

12. Changes

We may update this policy. Material changes are emailed to you at least 14 days before they take effect, and the version you accepted is recorded.

Contact

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Email: support@lyra-quantum.com
Website: https://lyra-quantum.com

Support hours: Monday to Friday, 09:00–18:00 CET. We aim to reply within 24 hours.