

Privacy Policy

Version 1.3 · Effective date: 20 October 2026 · daycano.com/en/privacy

Daycano is a trade name of K&L Rock Simulations s.r.o., ID No. 300 34 221, Jičínská 226/17, Žižkov, 130 00 Prague 3, Czech Republic. All trading takes place in a simulated environment; rewards are paid according to the programme rules.

This Privacy Policy explains how Daycano processes personal data. It forms part of the Daycano Terms of Service (Section 3) and should be read together with the Cookie Policy and the AML/KYC Policy.

1. Controller

The controller of your personal data is K&L Rock Simulations s.r.o., ID No. 300 34 221, with its registered office at Jičínská 226/17, Žižkov, 130 00 Prague 3, Czech Republic ("Daycano", "we", "us"). For any privacy question or to exercise your rights, contact us at admin@daycano.com.

This Policy is issued under Regulation (EU) 2016/679 (GDPR) and Act No. 110/2019 Sb., on the Processing of Personal Data. It applies to everyone whose data we process in connection with the Website and the Services. We have not appointed a data protection officer, because the law does not require us to.

2. What Data We Process

- Account data: name, email address, phone number, country of residence, date of birth, password (stored in hashed form), language and account settings.
- Trading and platform data: simulated trading activity, account metrics, rule-compliance data and platform logs generated on the trading platform provided by Leverate.
- Payment data: order and transaction records, payment method type, the last digits of a card, crypto wallet address, payout account details. Full card details are processed by our payment providers, not by us.
- Identity data (before payouts only): identity document data and images, nationality, country of residence, verification and screening results.
- Biometric data (before the first payout only): a selfie and the facial comparison with your identity document performed during the liveness check.
- Technical data: IP address, device and browser identifiers, log data, and data from cookies and similar technologies (see the Cookie Policy).
- Communications data: messages with our support team and complaints, including conversations in the support chat on the Website.
- Tournament data (if you enter a tournament): country of residence, optional display name, and your rank and result. If you ask to be notified when registration opens: your e-mail address, country and the campaign data of your visit.

We receive data from you, from the trading platform, from our payment providers and from our identity verification provider. Account and payment data are required to conclude and perform the contract. Identity data is required before a Performance Reward can be paid.

3. Purposes and Legal Bases

Purpose	Data	Legal basis
Creating and running your account, providing and evaluating the Programme	Account data, trading and platform data	Contract (Art. 6(1)(b) GDPR)
Processing the Programme Fee, refunds and withdrawals	Account data, payment data	Contract (Art. 6(1)(b))
Verifying your identity, age and country of residence before the first payout, and paying Performance Rewards	Account data, payment data, identity data	Contract (Art. 6(1)(b))
Checks against international sanctions lists	Identity data, screening results	Legal obligation (Art. 6(1)(c))
Liveness check (comparison of your selfie with your document)	Biometric data	Your explicit consent (Art. 9(2)(a))
Copy of your identity document	Identity document image	Your consent under Section 15a of Act No. 328/1999 Sb.
Securing the service, preventing fraud and multiple accounts, PEP screening, checking compliance with the rules	Trading data, technical data, phone number, device and network identifiers	Legitimate interest (Art. 6(1)(f)); you can object
Running tournaments, publishing the leaderboard and final standings (display name, rank, result), enforcing one entry per person; notifying you once when registration opens, if you asked for it	Tournament data, technical data, device and network identifiers	Contract (Art. 6(1)(b)) and legitimate interest in fair competition (Art. 6(1)(f)); notification of registration opening: consent (Art. 6(1)(a))
Customer support and complaints	Communications data, account data	Contract (Art. 6(1)(b))
Accounting and tax	Payment data, invoices	Legal obligation (Art. 6(1)(c))
Measuring the sources of traffic and orders	Technical data, link parameters, referring page	Legitimate interest (Art. 6(1)(f)); you can object
Analytics and advertising cookies (Google Analytics 4, Meta Pixel)	Technical and usage data	Consent (Art. 6(1)(a))
Recording your cookie choices to demonstrate consent	Random consent ID, time, banner version, chosen categories and vendors (no IP address)	Legal obligation to demonstrate consent (Art. 7(1) and Art. 6(1)(c))
Support chat started by you	Communications data, chat identifiers	Contract (Art. 6(1)(b)) or your request; with functional cookies, consent (Art. 6(1)(a))
Newsletters and offers	Email address, name	Consent (Art. 6(1)(a)); for existing customers, legitimate interest in offering similar services, with an opt-out in every message (Art. 6(1)(f))
Establishing, exercising or defending legal claims	Data relevant to the claim	Legitimate interest (Art. 6(1)(f))

4. Identity Verification and Biometric Data

4.1 Identity verification and screening take place only in connection with a Performance Reward payout, as described in the AML/KYC Policy. They are carried out through our verification provider, iDenfy, which acts as our processor.

4.2 We are not a financial institution or an obliged entity under Act No. 253/2008 Sb. We ask for your identity document not because of a legal obligation, but so that the reward is really paid to you and to prevent fraud and the creation of multiple accounts. If we make a copy of your identity document, we do so only with your consent under Section 15a of Act No. 328/1999 Sb.

4.3 The liveness check involves biometric data. We ask for your explicit consent before it starts. You may refuse or withdraw consent at any time; in that case, contact us and we will offer an alternative manual verification, which may take longer. Withdrawing consent does not affect processing carried out before withdrawal.

5. Automated Decisions

5.1 Some decisions are taken automatically under the contract: for example, an account is closed automatically when a loss limit set out in the Challenge Rules is exceeded, and the first result of an identity check is generated automatically.

5.2 All other decisions to close an account for a rule breach and all decisions on the entitlement to a reward are made by a person. You receive every decision on a rule breach, including an automatic closure, in writing with reasons, and you may state your point of view, ask for human review and appeal within 14 days through the complaints procedure in the Terms of Service, Section 18.

6. Recipients

We share personal data only to the extent necessary, with:

- Leverate, our trading platform provider, which processes trading and platform data;
- iDenfy, our identity verification provider, which processes identity, screening and biometric data;
- our card and crypto payment providers, identified at checkout, which process payment data;
- providers of hosting and email;
- Freshworks Inc. (USA), which operates our support chat and help desk, and Google (reCAPTCHA), which protects the chat form against automated abuse;
- Google (Google Analytics 4) and Meta (Meta Pixel), only with your consent. Google acts on our behalf for Google Analytics. For the collection and transmission of data through the Meta Pixel on our Website, we and Meta Platforms Ireland Ltd. are joint controllers; Meta is responsible for its further processing under its own policy. The essence of the joint-controller arrangement is available on request;
- our legal, tax and accounting advisers;
- courts, public authorities and law enforcement, where required by law.

Our processors act only on our instructions under a data processing agreement. We do not sell personal data. We cannot delete or change data written to a blockchain during a payment or payout in cryptocurrency; we can only delete the copy in our systems.

7. Transfers Outside the EEA

Some recipients may process data outside the European Economic Area. Some recipients are based in the United States (website hosting, analytics and advertising tools). We transfer data only to recipients covered by an adequacy decision of the European Commission, including recipients certified under the EU-US Data Privacy Framework, or on the basis of the Standard Contractual Clauses adopted by the Commission, with additional safeguards where needed. You can request information about the safeguards used at admin@daycano.com.

8. Retention

Data	Retention period
Purchase, account and payout data	For the duration of the contract and then 3 years (limitation period)
Trading history from the simulated account	For as long as the account exists and 3 years afterwards
Copy of identity document and selfie	Deleted as soon as the verification is complete
Record of verification and sanctions screening results	5 years after the end of the relationship (AML/KYC Policy, Section 8)
Invoices and accounting and tax documents	10 years from the end of the tax period in which the performance took place
Support communications	3 years
Tournament data	For the duration of the tournament and 3 years after the final standings; display names in published standings until the standings are archived; notification data until the tournament starts
Marketing consent	Until you withdraw it
Record of cookie choices	For the 12-month validity of the choice and 3 years after it expires or is withdrawn
Analytics data (Google Analytics 4)	14 months at most
Cookies and similar technologies	As set out in the Cookie Policy

Where data is needed to establish, exercise or defend a legal claim, we may keep it until the claim is resolved.

9. Your Rights

You have the right to: access your data (Art. 15 GDPR); have it corrected (Art. 16); have it erased (Art. 17), unless we must or may keep it under Section 8; restrict its processing (Art. 18); receive it in a portable format (Art. 20); object to processing based on legitimate interest, including direct marketing (Art. 21); and withdraw any consent at any time (Art. 7(3)).

To exercise your rights, write to admin@daycano.com. We respond within one month; in complex cases this period may be extended by up to two further months, and we will tell you why.

You may also lodge a complaint with a supervisory authority: in the Czech Republic, the Office for Personal Data Protection (Úřad pro ochranu osobních údajů), Pplk. Sochora 27, 170 00 Prague 7, uouu.gov.cz; in Poland, the President of the Personal Data Protection Office (Prezes Urzędu Ochrony Danych Osobowych), www.uodo.gov.pl; or the authority in the EU member state where you live or work.

10. Cookies

Cookies and similar technologies are governed by our Cookie Policy at daycano.com/en/cookies. You can change your choices at any time in the cookie settings on the Website.

11. Security

We use appropriate technical and organisational measures to protect personal data, including access control, encryption in transit and contractual security obligations for our processors. No transmission or storage method is completely secure.

12. Age Limit

The Services are only for persons aged 18 or over. We do not knowingly collect data about anyone under 18; if we learn that we have, we delete it.

13. Changes

We may update this Policy when our processing, the Services or the law change. We will inform you of material changes by email or in your account dashboard before they take effect. The current version and its effective date are always published on this page.