



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

PRIVACY POLICY

Freeballin Pty Ltd (ABN 70 696 547 538) ("FREEBALLIN™", "we", "us" or "our") respects your privacy and is committed to handling personal information responsibly.

This Privacy Policy explains how FREEBALLIN™ collects, holds, uses and discloses personal information in connection with our website, software products, customer accounts, subscriptions, Affiliate Program, communications and related services.

FREEBALLIN™ may offer different products and services from time to time, including trade-management tools, charting and trader tools and separately developed products or systems. The information collected in connection with a particular product or service will depend on the functionality and services you choose to use.

1. PERSONAL INFORMATION WE COLLECT

FREEBALLIN™ collects personal information reasonably necessary to provide, administer, secure and support our products, services and business operations.

Depending on how you interact with us, this may include:

- your name;
- email address;
- TradingView username or other account identifier where required to provide product access;
- FREEBALLIN™ account information;
- product, licence and subscription information;
- payment status and transaction information provided through our payment systems;
- information relating to promotional, affiliate, partner or membership offers applied to your purchase;
- communications you send to us, including enquiries, feedback and support requests;
- affiliate account, referral, conversion and commission information if you participate in the FREEBALLIN™ Affiliate Program;
- website and technical information described in this Privacy Policy; and



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

- other information reasonably necessary to administer your access to FREEBALLIN™ products and services.

FREEBALLIN™ does not generally seek to collect sensitive personal information.

If sensitive personal information is provided to us where it is not reasonably required, we may delete or otherwise appropriately deal with that information where permitted by law.

FREEBALLIN™ does not directly process or store your full payment-card details where those details are handled by our third-party payment providers.

2. HOW WE COLLECT PERSONAL INFORMATION

We generally collect personal information directly from you when you:

- register with FREEBALLIN™;
- create or manage an account;
- purchase or subscribe to a FREEBALLIN™ product;
- provide a TradingView username or other identifier for product access;
- complete a form on our website;
- use our website or online services;
- join or participate in our Affiliate Program;
- participate in a promotional, partner, community or membership offer;
- contact us for support or another enquiry;
- subscribe to communications; or
- otherwise provide information to us.

We may also receive limited personal information from third-party service providers where reasonably necessary to administer accounts, product access, subscriptions, purchases, payments, affiliate referrals, commissions, promotions or other FREEBALLIN™ services.

Where technically generated information is collected automatically through our website or services, that collection is described further below.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

3. WHY WE COLLECT AND USE PERSONAL INFORMATION

FREEBALLIN™ may collect, hold and use personal information to:

- create and administer customer accounts;
- provide and manage access to FREEBALLIN™ products;
- verify and administer TradingView or other applicable product access;
- administer licences, subscriptions and purchases;
- confirm payment and subscription status;
- administer promotional, affiliate, partner, community or membership offers;
- provide customer and technical support;
- respond to enquiries and feedback;
- communicate with you about your account, product, subscription or service;
- manage cancellations and billing matters;
- administer the FREEBALLIN™ Affiliate Program;
- track eligible affiliate referrals, conversions and commissions;
- facilitate affiliate commission payments;
- operate and maintain our website and services;
- maintain the security and integrity of our services;
- prevent, detect or investigate fraud, misuse or unauthorised access;
- troubleshoot technical issues;
- understand how our website and services are used;
- develop, maintain and improve our products and services;
- maintain appropriate business and transaction records;
- exercise or protect our legal rights; and
- comply with applicable legal requirements.

We will not use personal information for an unrelated purpose unless authorised or required by law, reasonably expected in the circumstances where permitted by law, or otherwise used with your consent.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

4. PRODUCT ACCESS AND ACCOUNT IDENTIFIERS

Certain FREEBALLIN™ products may require an account identifier, such as your TradingView username, to provide or administer access.

FREEBALLIN™ may use this information to:

- identify your account;
- provide or activate product access;
- administer licences or subscriptions;
- provide support;
- manage authorised access; and
- investigate account, security or access issues.

Providing a TradingView username or similar account identifier to FREEBALLIN™ does not provide FREEBALLIN™ with your password or unrestricted access to your third-party account.

You remain responsible for the security of your own third-party account credentials.

5. PAYMENTS AND SUBSCRIPTIONS

Customer payments and subscription billing are processed through secure third-party payment services.

FREEBALLIN™ does not directly process or store full payment-card details where those details are handled by the applicable payment provider.

Third-party payment providers may collect and process information required to complete and administer payments, including payment-card and billing information.

FREEBALLIN™ may receive limited information reasonably necessary to administer a purchase or subscription, including:

- payment status;
- transaction references;
- product or plan purchased;
- subscription status;
- renewal or cancellation status;



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

- promotional or discount information; and
- related billing information where applicable.

Payment information processed by a third-party provider is subject to that provider's own privacy, security and information-handling practices.

6. AFFILIATE, PARTNER AND PROMOTIONAL INFORMATION

If you participate in the FREEBALLIN™ Affiliate Program, we may collect and process information reasonably necessary to administer your participation.

This may include:

- your name;
- email address;
- affiliate account information;
- referral information;
- conversion information;
- commission information;
- payment information reasonably required to facilitate commission payments; and
- information relating to your participation in particular campaigns or promotional arrangements.

Affiliate tracking, commission administration and commission payments may be provided through third-party service providers.

Information provided to those services may be processed in accordance with their own privacy and security practices.

Affiliate participation is also subject to the FREEBALLIN™ Affiliate Program Terms.

FREEBALLIN™ may also operate promotional, partner, community, membership or premium-member offers. Where necessary, we may process limited information required to determine eligibility, attribute a purchase or administer the applicable offer.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

7. WEBSITE, COOKIES AND TECHNICAL INFORMATION

When you access the FREEBALLIN™ website or online services, certain technical information may be collected automatically by our website or service providers.

This may include:

- IP address;
- browser or device type;
- operating system;
- website usage information;
- pages visited;
- referring or destination pages;
- date and time of access;
- approximate location derived from technical information such as IP address, where provided by our systems or service providers;
- cookies; and
- similar technical or online identifiers.

This information may be used to:

- operate and secure our website;
- maintain functionality;
- remember applicable settings or preferences;
- administer account or checkout functionality;
- understand website usage;
- measure the effectiveness of website content or campaigns;
- troubleshoot technical issues;
- prevent fraud or misuse; and
- improve our website, products and services.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

Cookies and similar technologies may include technologies that are necessary for the operation of the website as well as analytics, functionality or marketing technologies where used.

Where required by applicable law, users will be provided with appropriate information or choices relating to non-essential cookies or similar technologies.

Browser settings may also allow you to restrict or block certain cookies. Doing so may affect the operation of some website functionality.

8. ANALYTICS AND MARKETING TECHNOLOGIES

FREEBALLIN™ may use analytics and similar services to understand website traffic, usage, campaign performance and how users interact with our website.

Depending on the technologies used, these services may process technical information such as device information, browser information, IP address, pages viewed, referral information, interactions and cookie or similar identifiers.

FREEBALLIN™ may also use advertising or campaign-measurement technologies from time to time to measure the effectiveness of promotional activities.

Where consent or another specific legal basis is required for a particular technology, FREEBALLIN™ will use that technology in accordance with applicable requirements.

We do not sell personal information merely because analytics or advertising technology is used on our website.

9. THIRD-PARTY SERVICE PROVIDERS

FREEBALLIN™ uses third-party service providers to operate and administer aspects of its business, website, products and services.

These may include providers supporting:

- website hosting and operation;
- customer accounts;
- software and product access;
- subscription administration;
- payment processing;
- affiliate tracking and administration;
- commission payments;



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

- email and communications;
- customer support;
- analytics;
- marketing and campaign measurement;
- security;
- technical infrastructure; and
- other business systems reasonably necessary to operate FREEBALLIN™.

These providers may process personal information where reasonably necessary to provide their services.

Third-party providers operate under their own terms, privacy policies and security practices.

FREEBALLIN™ does not sell your personal information.

10. TRADINGVIEW, CONNECTIVITY PROVIDERS AND OTHER THIRD-PARTY TRADING SERVICES

Certain FREEBALLIN™ products may be used with independent third-party services such as TradingView, compatible connectivity or webhook providers, brokers or trading platforms.

Those services are independent from FREEBALLIN™ and may collect or process information according to their own terms and privacy policies.

Where you independently provide account details, tokens, account numbers, webhook information or other credentials directly within a third-party platform or service, the handling of that information may be governed by that provider's systems and privacy practices.

FREEBALLIN™ does not claim to control personal information independently collected or processed by third-party providers.

You should review the privacy policies and security practices of third-party services you choose to use.

Nothing in this section means that FREEBALLIN™ necessarily receives, stores or has access to all information entered into or processed by a third-party trading or connectivity service.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

11. DISCLOSURE OF PERSONAL INFORMATION

FREEBALLIN™ may disclose or make personal information available to third parties where reasonably necessary to provide, secure and administer our products, services and business operations.

This may include disclosure to:

- website and technology service providers;
- customer-account and software-access providers;
- payment and subscription service providers;
- affiliate administration and payment providers;
- communications providers;
- analytics and marketing service providers;
- security and fraud-prevention providers;
- professional advisers;
- contractors or service providers assisting FREEBALLIN™;
- a purchaser, investor or adviser in connection with a genuine proposed or completed business transaction, restructure or transfer, subject to appropriate confidentiality and legal requirements; and
- government agencies, regulators, courts, law-enforcement bodies or other parties where required or authorised by law.

We do not disclose personal information for unrelated purposes unless permitted or required by law or authorised by you.

12. OVERSEAS PROCESSING

FREEBALLIN™ is an Australian company.

Some third-party service providers used in operating our website, software access, payments, subscriptions, Affiliate Program, analytics, communications or related services may operate systems or process information outside Australia.

The countries or locations in which information is processed may depend on the infrastructure used by those providers from time to time.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

Where Australian privacy law imposes requirements in relation to an overseas disclosure of personal information, FREEBALLIN™ will take reasonable steps required by applicable law in relation to that disclosure.

The use of international technology infrastructure does not necessarily mean that FREEBALLIN™ itself directly discloses personal information to every location in which a third-party provider operates infrastructure.

13. SECURITY OF PERSONAL INFORMATION

FREEBALLIN™ takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

These measures may include:

- using reputable technology and payment service providers;
- restricting access to personal information;
- using account and access controls;
- maintaining appropriate website and system security practices;
- using security functionality provided by our technology providers; and
- limiting the personal information collected and retained to what is reasonably necessary.

No internet, website, electronic transmission or electronic storage system can be guaranteed to be completely secure.

You are responsible for maintaining the security of your own passwords, account credentials, devices and associated third-party accounts.

You should notify FREEBALLIN™ promptly if you believe your FREEBALLIN™ account or personal information has been compromised.

14. DATA BREACHES

If FREEBALLIN™ becomes aware of a suspected or actual data breach involving personal information, we will assess and respond to the incident as reasonably appropriate in the circumstances.

Where applicable law requires notification of an eligible data breach to affected individuals or a regulator, FREEBALLIN™ will take the steps required by law.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

15. RETENTION OF PERSONAL INFORMATION

FREEBALLIN™ retains personal information only for as long as reasonably necessary to:

- provide and administer our products and services;
- maintain appropriate business and transaction records;
- administer subscriptions, purchases, licences or affiliate arrangements;
- provide support;
- resolve disputes, complaints or enquiries;
- detect or investigate fraud, misuse or security incidents;
- comply with legal, taxation, accounting or regulatory requirements; or
- establish, exercise or protect legitimate legal or business interests.

Retention periods may vary depending on the type of information, the service involved and applicable legal or business requirements.

Where personal information is no longer reasonably required, FREEBALLIN™ will take reasonable steps to delete, destroy or de-identify it where appropriate and permitted by law.

16. MARKETING COMMUNICATIONS

Where permitted by law, FREEBALLIN™ may send you information about its products, services, updates, offers or other relevant information.

Where consent is required, marketing communications will only be sent in accordance with that consent.

You may unsubscribe from marketing communications using the unsubscribe function provided in the communication or by contacting FREEBALLIN™.

FREEBALLIN™ will take reasonable steps to action unsubscribe requests in accordance with applicable requirements.

Unsubscribing from marketing communications does not prevent FREEBALLIN™ from sending communications reasonably necessary to administer your account, product access, subscription, purchase, security or service.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

17. ACCESS TO YOUR PERSONAL INFORMATION

You may request access to personal information FREEBALLIN™ holds about you.

Requests can be made using the contact details at the end of this Privacy Policy.

FREEBALLIN™ may need to verify your identity before providing access.

In some circumstances, applicable law may permit or require us to refuse access or limit the information provided.

Where required by law, we will explain the reason for doing so.

18. CORRECTION OF PERSONAL INFORMATION

You may ask FREEBALLIN™ to correct personal information that you believe is inaccurate, out of date, incomplete, irrelevant or misleading.

We will take reasonable steps to correct information where appropriate.

You should also keep information associated with your FREEBALLIN™ account current, particularly your email address, TradingView username or other identifiers where these are required to provide product access.

19. DELETION AND DE-IDENTIFICATION REQUESTS

You may contact FREEBALLIN™ to request deletion or de-identification of personal information.

Whether information can be deleted will depend on the circumstances and applicable legal, accounting, taxation, transaction-record, dispute, security and other legitimate retention requirements.

Where FREEBALLIN™ is legally required or otherwise reasonably entitled to retain information, we may retain that information for the applicable period.

Where information is no longer reasonably required and no applicable requirement justifies continued retention, FREEBALLIN™ will take reasonable steps to delete, destroy or de-identify it where appropriate.

Deletion of information necessary to operate an account, licence or subscription may affect our ability to continue providing the relevant service.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

20. PRIVACY ENQUIRIES AND COMPLAINTS

If you have a question, concern or complaint about how FREEBALLIN™ handles your personal information, please contact us using the details below.

Please provide sufficient information for us to understand and investigate the matter.

FREEBALLIN™ will review privacy complaints and aim to respond within a reasonable period.

If you are not satisfied with our response and applicable Australian privacy law provides a right to do so, you may be able to make a complaint to the Office of the Australian Information Commissioner (OAIC).

21. THIRD-PARTY WEBSITES AND SERVICES

The FREEBALLIN™ website or products may contain links to, integrate with or operate in connection with independent third-party websites, platforms or services.

FREEBALLIN™ does not control the privacy, security or information-handling practices of independent third parties.

Your interaction with those services may be subject to their own privacy policies, terms and security practices.

A link to, reference to or compatibility with a third-party service does not by itself mean that FREEBALLIN™ controls that provider's privacy practices.

22. AGE REQUIREMENT

FREEBALLIN™ products and services are intended only for persons aged 18 years or older.

You must be at least 18 years old to create a FREEBALLIN™ account, purchase or subscribe to a FREEBALLIN™ product, or participate in the FREEBALLIN™ Affiliate Program.

FREEBALLIN™ does not knowingly seek to collect personal information from persons under 18 years of age.

If we become aware that personal information has been collected from a person under 18 in connection with an account, purchase, subscription or Affiliate Program participation, we will take reasonable steps to delete or otherwise appropriately deal with that information.



FREEBALLIN™ | PRIVACY POLICY

Effective: 5 October 2026

23. CHANGES TO THIS PRIVACY POLICY

FREEBALLIN™ may update this Privacy Policy from time to time to reflect changes to:

- our products or services;
- technology or service providers;
- information-handling practices;
- website functionality;
- payment, affiliate or promotional arrangements;
- business operations; or
- applicable legal requirements.

The current version will be published on the FREEBALLIN™ website and will identify its effective date.

Where reasonably appropriate, we may notify users of material changes.

Changes will apply from the effective date of the updated Privacy Policy.

24. CONTACT

Questions, privacy requests or complaints can be directed to:

Freeballin Pty Ltd

ABN 70 696 547 538

Website: freeballin.com.au

Email: teams@freeballin.com.au

IMPORTANT INFORMATION

Trading financial products involves risk and may result in financial loss. FREEBALLIN™ products are trading software tools and do not provide personal financial advice or guarantee trading results. You are responsible for your own trading decisions and settings.

No more babysitting those charts...