



Privacy Policy

Ariana Exchange Pty Ltd (ABN 64 605 127 115)

Trading as Ariana Exchange

AUSTRAC Remittance Registration No. 100482130

Effective Date: 19 November 2025

1. Introduction

Ariana Exchange Pty Ltd ("Ariana Exchange," "we," "us," or "our") is committed to protecting the privacy of individuals whose personal information we collect, use, and disclose.

We comply with:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act)
- AUSTRAC regulatory obligations
- Applicable State laws, (Victoria)

This Privacy Policy applies to personal information collected through our website, communications, and Services (including foreign currency exchange, digital currency exchange, and remittance). Use of our Services constitutes acceptance of this Policy.

2. Types of Information Collected

2.1 Information You Provide

We collect information necessary for providing our Services and meeting legal obligations, including:



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943 Station St, Box Hill North, 3129

www.arianaex.com.au



Tel:(03)98990031



- Name, date of birth, residential address, email and contact details
- Identification documents (passport, driver license, Medicare, national ID, bank statement)
- Payment information (bank account, card details) and cryptocurrency wallet addresses
- Source of funds or wealth documentation
- Information in correspondence, orders, or communications

Failure to provide requested information may prevent processing of your transaction or compliance with AML/CTF obligations.

2.2 Information Automatically Collected

We may automatically collect:

- Transaction records (currency exchange, remittance, cryptocurrency)
- Communication logs (calls, emails, messages)
- Website usage (IP address, device, browser, referral, pages viewed)
- Behavioral, location (IP/GPS) and marketing preference data
- CCTV images for safety, security, and compliance purposes

2.3 Information from Third Parties

We may receive information from:

- Identity verification providers
- Fraud prevention and AML/CTF screening services
- Banks, payment processors, and digital currency providers



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- Regulatory agencies including AUSTRAC
 - Law enforcement or sanction screening entities
 - Delivery and data providers
-

3. Purposes of Collection and Use

We collect, hold, use, and disclose personal information for the following purposes:

3.1 Service Provision

- Processing payments and transactions
- Conducting currency and cryptocurrency exchanges
- Confirming transaction status and providing order tracking
- Customer support and responding to enquiries
- Preventing unauthorised or fraudulent transactions

3.2 Legal and Regulatory Compliance

- Identity verification (KYC)
- Source of funds/wealth checks
- Sanctions screening
- Ongoing customer due diligence and transaction monitoring
- Reporting to AUSTRAC: SMRs, IFTIs, TTRs
- Complying with AML/CTF obligations without necessarily notifying you of disclosures



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3.3 Service Improvement

- Quality assurance, audits, internal reporting, and training
- Website optimisation and fraud/risk analysis
- Operational and compliance improvements

3.4 Marketing (with Consent)

- Promotional offers, service updates, and targeted advertising
- Opt-out is available at any time

4. Disclosure of Personal Information

4.1 With Your Consent

Where you authorise us to disclose information.

4.2 To Third-Party Service Providers

- Identity verification, fraud detection, AML/CTF screening services
- Banks, payment processors, cryptocurrency providers
- IT, cloud storage, and marketing service providers (anonymised)
- Auditors, compliance consultants

All third parties must comply with confidentiality and privacy obligations.

4.3 To Comply with Legal and Regulatory Obligations

- AUSTRAC and other regulatory bodies



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- Law enforcement agencies, courts, tribunals, or government authorities
- Fraud investigation or enforcement of legal rights

4.4 Settlement and Remittance Channels

You acknowledge and consent that transactions may be settled via:

- Pooled settlement accounts
- Intermediary settlement partners
- Customer-to-customer (C2C) settlement flows
- Incoming/outgoing transfers involving other customers

This is standard practice and does not affect the safety or legitimacy of your transactions.

5. Storage, Security, and Retention

We store personal information securely in electronic systems in Australia or approved jurisdictions. Security measures include:

- Encryption, access controls, multi-factor authentication
- Network monitoring, audit logs, and physical security
- Limited access to authorised personnel only

5.1 Data Retention

Under the AML/CTF Act, we retain:

- Identification records



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- Transaction records
- Compliance correspondence

for a minimum of seven (7) years. Longer retention may occur where required by law, investigations, dispute resolution, or audits.

6. Cookies and Analytics

We use cookies and similar technologies to:

- Improve website functionality and user experience
- Recognise returning users
- Personalise content and support
- Analyse behaviour and performance
- Enable targeted advertising

Disabling cookies may limit website functionality.

7. Third-Party Websites

Our website may link to external sites. We are not responsible for their privacy practices and recommend reviewing their privacy policies.

8. Access, Correction, and Your Rights

Under the Privacy Act 1988, you may:



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- Access your personal information
- Correct inaccuracies
- Withdraw marketing consent
- Lodge privacy complaints

Access may be restricted to comply with AML/CTF obligations.

9. Privacy Complaints

Contact: Info@arianaex.com.au

If unresolved, complaints can be lodged with the Office of the Australian Information Commissioner (OAIC):
www.oaic.gov.au

10. Changes to This Privacy Policy

We may update this Policy to reflect regulatory, operational, or legal changes. Updates are posted on our website and effective immediately upon posting.

Last Updated: 19 November 2025



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