Privacy Policy

Last updated: February 18th 2026

This Privacy Policy describes how **HashPoolPro – Mining Pool** ("HashPoolPro", "Pool", "Service", "we", "us", or "our") collects, uses, and protects information when you use our mining pool services, website, APIs, and related tools.

We aim to collect only the minimum data necessary to operate the mining pool securely and efficiently. We do not sell personal data and we do not use personal data for third-party advertising.

Contact: support@hashpoolpro.com

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1) Scope

This policy applies to:

- The HashPoolPro website
- Mining pool servers and stratum endpoints
- APIs and dashboards
- Support communications

It does **not** apply to:

- Cryptocurrency exchanges
- Wallet providers
- Blockchain networks
- Third-party services you choose to use

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2) Information We Collect

We collect limited information depending on how you interact with the Service.

A. Account Information (if registration is required)

- Email address
- Username

- Password (hashed and stored securely)
- Two-factor authentication data (if enabled)
- Account settings (e.g., payout address, payout threshold)

Source: Provided by you during registration.
Purpose: Account management, payouts, support, and security.
Retention: Until account deletion, unless longer retention is legally required.

B. Mining & Technical Data

- Mining wallet address
- Worker names/IDs
- Hashrate statistics
- Shares submitted (valid/invalid/stale)
- Payout records
- IP address
- User-agent / miner software version
- Timestamps and connection logs

Source: Automatically collected when your mining equipment connects to our servers.
Purpose:

- Operate the mining pool
- Calculate rewards
- Detect fraud or abuse
- Maintain network security
- Monitor performance

Retention:

- Operational logs: typically 30–90 days
- Payout and accounting records: retained for accounting and audit purposes

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C. Website & Analytics Data

- IP address
- Browser type
- Device type
- Pages visited
- Cookies (see below)

Purpose:

- Website functionality
- Security monitoring
- Performance optimization
- Optional analytics (if enabled)

We do not use tracking for third-party advertising.

D. Support Communications

- Emails you send
- Attachments or screenshots
- Account details needed to resolve issues

Purpose: Provide customer support.
Retention: Up to 24 months unless deletion is requested (subject to legal obligations).

E. Public Blockchain Data

Mining payouts and transactions are recorded on public blockchain networks. This data is public by design and not controlled by HashPoolPro.

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3) How We Use Information

We use information to:

- Operate and maintain the mining pool
- Calculate and distribute mining rewards
- Provide account access and dashboard functionality
- Detect fraud, abuse, or pool manipulation
- Prevent unauthorized access
- Comply with legal obligations
- Respond to support requests

We do **not** sell personal data.
We do **not** share personal data with advertisers.

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4) Sharing of Information

We share limited data only with service providers necessary to operate the Service.

Category	What May Be Shared	Purpose
Cloud Hosting	Technical logs, pool data	Server infrastructure
Email Delivery	Email address	Account verification, support
Analytics (optional)	Aggregated usage data	Improve performance
Security Services	IP addresses, risk indicators	DDoS protection & anti-abuse
Legal Compliance	Data required by law	Respond to lawful requests

We never share:

- Private wallet keys
- Exchange credentials
- Mining hardware credentials

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5) Cookies

We may use cookies for:

- Session management
- Login authentication
- Security
- Website analytics

You may disable cookies in your browser, but some features may not function properly.

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6) Data Storage & Location

- Servers are located in the United States.
- Data is transmitted using encrypted connections (HTTPS, secure stratum where supported).
- Access to systems is restricted and monitored.

Retention periods vary depending on operational, legal, and security needs.

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7) Security

We implement technical and organizational safeguards including:

- Encryption in transit
- Secure password hashing
- Access controls
- Monitoring and logging
- DDoS mitigation

However, no system is completely secure. You are responsible for:

- Protecting your mining credentials
- Securing your payout wallet
- Maintaining your hardware security

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8) Your Rights

Depending on your jurisdiction, you may have rights including:

- **Access** – Request a copy of your personal data
- **Correction** – Update inaccurate information
- **Deletion** – Request deletion of your account data
- **Restriction/Objection** – Limit certain processing
- **Data Portability** – Request structured export of your data

To exercise these rights, contact:

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We will not discriminate against users for exercising privacy rights.

California Residents (CCPA/CPRA)

California residents may have additional rights including:

- Right to Know
- Right to Delete

- Right to Correct
- Right to Opt Out of Sale or Sharing

HashPoolPro does not sell personal information.

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9) Children

HashPoolPro is not directed to individuals under 18. We do not knowingly collect personal data from minors.

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10) Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last updated" date and may provide additional notice if required.

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11) Contact

Email: support@hashpoolpro.com

Website: https://hashpoolpro.com
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