PixyEarn Privacy Policy

Last updated: 13 October 2026

1 Who we are and what this policy covers

PixyEarn is operated by SKYLUP AGENCY LTD, company number 517380598, at 11 Arlozorov, Ramat Gan, Israel. Contact: support@pixyearn.co. This policy concerns personal information processed through the PixyEarn rewards app and related support, offer participation and redemption services. It does not automatically describe tracking on our separate websites.

Skylup determines how PixyEarn accounts, offers and rewards operate. We use technology providers to support those activities. Some providers also determine purposes of their own processing; the role of VeriSoul in its verification service is addressed below. Accepting our Terms does not by itself provide consent for all processing described here.

2 Information we collect

Account information. We collect the account holder's first and last name, email address, account identifier and authentication information when you register or manage your account. You may register using an email address and password or supported Google or Facebook sign-in. Authentication is supported by Swaarm. We do not request a phone number or date of birth at registration. However, additional identity information may be collected by VeriSoul during identity verification, as described in section 5.

Device and connection information. We collect device and connection information through our technology providers, including Swaarm and VeriSoul. Depending on the provider and its role, this information may include IP addresses, device identifiers, browser or device fingerprints, device model, operating system, language, time zone, approximate location and advertising identifiers such as IDFA or GAID, subject to applicable permissions and consent requirements. We do not collect precise GPS location through the app's current configuration.

Activity and reward information. We collect and receive information about your activity on PixyEarn, including logins, offer clicks, reported conversions, relevant milestones or game progress, reward balances, redemption history, referral activity and reward-link information. Advertisers and offer providers send us information about offer participation, completion, validation or rejection so that we can track progress and administer rewards. These records may indicate that you made a purchase, but do not themselves include your full payment-card or bank-account details.

Support information. We collect the information you provide when contacting support, including messages and attachments such as screenshots or purchase evidence. Please do not send unnecessary identity documents through ordinary support messages.

Analytics and notification information. We collect app interaction data, crash information, SDK-generated identifiers and push-notification tokens through our technology providers, subject to applicable permissions and consent requirements. We use PostHog to analyze app usage and investigate technical issues. Swaarm stores referral information and push-notification tokens to support the corresponding app features.

3 How information is used

We use account and activity information to operate PixyEarn, authenticate access, show offers, attribute eligible completions, calculate balances, administer referrals, process redemptions and respond to support requests.

We use device, connection and activity signals to identify duplicate accounts, suspicious traffic, location manipulation and other misuse, and to protect accounts and rewards. We use app analytics and crash information to understand usage and resolve technical problems.

We personalize offer recommendations using activity and send service messages, push notifications and marketing emails. You can withdraw optional tracking consent and opt out of marketing through the available settings or by contacting support@pixyearn.co. Device settings also let you control app notifications.

We may also process relevant records to meet applicable obligations, address disputes and protect legal rights. Offers may include surveys provided by third-party advertisers or partners. Information you submit directly to a survey provider is subject to that provider's privacy notice. We may receive participation, completion, validation and reward information to administer the offer.

4 Purposes and legal bases for European users

Where European data-protection law applies, we process information necessary to operate your account, attribute qualifying activity and administer rewards to perform our contract with you. We rely on legitimate interests for proportionate security, fraud prevention, service improvement and the protection of legal rights, where these interests are not overridden by your rights. We process records to meet applicable legal obligations. We rely on consent for optional tracking, marketing and related analytics or personalization where required by law. You may withdraw consent without affecting the lawfulness of earlier processing.

Biometric verification is subject to a separate notice and consent process provided by VeriSoul. Where explicit consent is required for biometric identification, it must be obtained separately from acceptance of our Terms. Our use of ordinary fraud-prevention signals does not replace that requirement.

5 Identity checks and VeriSoul

We use VeriSoul to detect and prevent fraud, protect accounts, and verify users' identity, including identity-document and facial verification for reward redemptions. Relevant IP addresses, device and account information, email addresses, fingerprints, approximate location and advertising identifiers may be processed for these purposes. Verification results may affect access to the service, offer eligibility and reward approval.

VeriSoul's biometric notice describes collection of selfies, video, facial templates and, for document verification, ID materials. It allows fraud comparisons across its customer network and describes circumstances in which VeriSoul acts independently. It provides for US processing and deletion when the purpose is satisfied or within three years of the last VeriSoul interaction, whichever is sooner, subject to shorter legal limits. Withdrawal does not necessarily erase all historical records immediately.

PixyEarn has no access to the photos captured during the face check. These photos are stored by VeriSoul.

Read VeriSoul's notice and consent form before verification: https://policies.verisoul.ai/biometric.html. Identity verification is required for redemption. If you do not complete the required checks, we may be unable to process your redemption. Contact support@pixyearn.co with questions about verification or withdrawing consent.

6 Automated fraud decisions

Automated risk assessments can block a click or access to app features. The current configuration does not include routine human review of those automated blocks. Redemptions and underlying conversions are also subject to manual checks by PixyEarn.

These checks may affect whether you can access offers or redeem rewards. They evaluate security and eligibility indicators, including duplicate-account and device or network risks; a genuine identity alone does not establish that an offer was completed legitimately.

If you believe an automated restriction is incorrect, contact support@pixyearn.co. Where applicable law gives you a right to human intervention, to express your views or to contest a decision, you may request this through that address. We may limit disclosure of detailed detection methods where necessary to protect security, without limiting rights required by law.

7 Providers and other recipients

Swaarm supports the platform, authentication, offer tracking and reward records, and connects to Tremendous for fulfillment. Azure supports our backend communication with VeriSoul. PostHog supports usage analytics and crash analysis. VeriSoul supports fraud prevention and verification. Tremendous fulfills approved rewards through links displayed in PixyEarn.

Offer advertisers and providers receive account identifiers, IP addresses, device and advertising identifiers, and sometimes email addresses for the offer flow and attribution. Offers may lead to third-party apps or websites, whose own notices and terms apply to their processing.

We disclose information needed to arrange, deliver and support approved rewards to our fulfillment providers. The PixyEarn delivery flow does not require an email address to display a Tremendous reward link.

Relevant information may be disclosed where required by law or necessary to address disputes, prevent misuse or protect legal rights, with appropriate limits. A provider may process information on our behalf or for its own purposes, depending on its role and the applicable service.

8 Advertising identifiers and preferences

The app uses cross-app attribution. On iOS, IDFA is collected after ATT permission according to the confirmed configuration. Android uses GAID. Nonessential tracking consent is requested and can be withdrawn. Withholding tracking permission can affect attribution where an offer depends on it, but is not itself evidence of fraud.

Advertising identifiers and similar technologies support attribution and help determine whether offer requirements have been met. You may manage advertising permissions through your device settings and contact us about your tracking preferences.

9 Locations and international transfers

SKYLUP AGENCY LTD is based in Israel. PixyEarn data hosted through Swaarm, Microsoft Azure and PostHog is stored in Europe. European storage does not mean that all processing by every provider takes place exclusively in Europe. VeriSoul’s biometric notice describes processing in the United States. Our operations in Israel and the services of advertisers and reward providers may also involve processing in other countries.

International transfers are subject to the protections required by applicable law. Depending on the transfer, these may include an adequacy decision, approved contractual safeguards or another legally permitted mechanism. You may contact support@pixyearn.co for information about the safeguards applicable to your information.

10 Retention and account deletion

You can initiate account deletion in the app. When your account is deleted, Swaarm deletes your personal data from the account platform and anonymizes remaining rewarded-user information. Information rendered genuinely anonymous is no longer associated with an identifiable user.

We retain personal information for as long as needed for the purposes described in this policy. The relevant criteria include whether your account remains active, whether offers, redemptions or support requests are unresolved, fraud-prevention needs, applicable recordkeeping obligations and the establishment or defense of legal claims. These criteria may require certain records to be retained after account closure. Retention is not determined solely by the expiry of a reward.

Information held separately by service providers may be subject to their own retention obligations and deletion procedures. Deleting a PixyEarn account does not necessarily erase all independently held provider records at the same time. VeriSoul's verification retention is described in section 5 and in its own notice. Contact us about a deletion request concerning information used for PixyEarn verification.

The six-month deadline for requesting reward redemption is a reward rule, not a personal-data retention period. Account closure or cancellation of rewards does not remove your privacy rights. You may also contact support@pixyearn.co about deletion.

11 Your choices and rights

Depending on applicable law, you may have rights to access, correct, delete or obtain a copy of your information, restrict or object to processing, withdraw consent, or complain to a competent supervisory authority. Applicable exceptions may limit a request.

Send privacy requests to support@pixyearn.co. We may request information reasonably necessary to verify your identity and understand your request. Where a provider independently controls the relevant information, we may direct you to that provider. You may withdraw consent without affecting the lawfulness of processing before withdrawal.

Marketing preferences and device notification controls are separate from necessary service communications. Shared-account holders should consider that another authorized user may see the account's activity and reward history. Account sharing does not waive any person's privacy rights.

12 United States privacy disclosures

The categories above include identifiers, device and internet activity, approximate location, reward or transaction records and support information. Identity verification also involves identity-document and biometric information at VeriSoul. These categories may receive special protection even though PixyEarn does not access face-check photos.

Where applicable state law gives you a right to opt out of the sale or sharing of personal information, targeted advertising or certain profiling, you may submit a request to support@pixyearn.co. The disclosures described in section 7 support offer participation, attribution, security and reward delivery. Legal definitions of sale or sharing may extend beyond an exchange of data for money.

Depending on your state and the law's applicability, you may request access, correction, deletion or a portable copy of your information, and appeal a decision concerning a privacy request by contacting support@pixyearn.co and identifying it as an appeal. An authorized agent may submit a request with evidence of authority where permitted. We will not unlawfully discriminate against you for exercising privacy rights. Information necessary to provide an offer or redemption may still be required to deliver that service.

13 Security children and updates

We use HTTPS for app communications and rely on technology providers for parts of the platform's security. No system or transmission method is completely secure. Keep your account credentials and reward links confidential, and contact us if you suspect unauthorized access.

PixyEarn is intended for adults aged 18 and over, including anyone using a shared account. If you believe a minor has used the service, contact us so the situation can be investigated and relevant information addressed as required.

We may update this policy as the app or processing changes. We will identify the revised date and provide any required notice or consent request. Contact SKYLUP AGENCY LTD at support@pixyearn.co or 11 Arlozorov, Ramat Gan, Israel.