



GUIDELINES FOR LAW ENFORCEMENT

THESE TERMS OF SERVICE WERE LAST UPDATED ON 19 JANUARY 2024.

VERSION 1

Onramp.Money (“**We**”, “**Us**”, “**Our**”) is a technology solution that allows users to purchase cryptocurrencies by depositing fiat.

These guidelines apply to law enforcement agents or governmental officials that are looking to obtain information from Onramp.Money to gather information in connection with or in aid of an ongoing investigation. These guidelines are not intended for private parties, if engaged in private investigations or civil litigation.

I. HOW TO CONTACT US?

For information related to an ongoing investigation, we request you to please complete this [online form](#) OR write to compliance@onramp.money.

We will ensure your concern is acknowledged and addressed within 12 hours of receiving it. Please note that the request for any information must be provided in accordance with the information provided under question II.

II. HOW TO RAISE A REQUEST FOR INFORMATION?

We collect, process, use and store information according to Onramp.Money’s [Privacy Policy](#), as amended from time to time. This includes information collected from users for the purpose of opening an account on Onramp.Money, providing services to the users, regulatory compliance (such as mandatory record keeping, anti-money laundering, know-your-customer obligations)

For Onramp.Money to provide information related to the users in aid of ongoing criminal investigation, competent law enforcement agencies must submit the following:

1. A copy of a notice issued under Section 91 Code of Criminal Procedure, 1973 OR a notice issued under a provision under applicable law OR a copy of the court order that directs Us to provide information.
2. The notice as mentioned in the above point must be issued under the letter head of the police station or law enforcement authority that seeks such information.



3. To ensure We provide such information to competent law enforcement officials and not to people impersonating law enforcement officials, please provide a scanned colour copy of the identity card of the officer in charge is attached with the email.
4. A summary of the background facts, investigation and any information regarding the Onramp.Money users and transaction details. This requirement will help us expedite the request.

We may undertake a review of the information received from concerned law enforcement authorities and may seek for additional information to comply with applicable information.

III. STORAGE OF INFORMATION RELATED TO REQUESTS

We will securely store the requested data in accordance with our Privacy Policy and as per applicable law.

IV. CHANGES TO THIS POLICY

We may change the terms of this policy. We recommend that you periodically check this page for any revised terms. For any questions, enquiries or concerns regarding this policy, please do not hesitate to contact compliance@onramp.money.