

End User License Agreement for Gekko Plus

The service “Gekko Plus” is offered over the internet in the form of Software-as-a-Service by the company Van Rossum Global Industries. The contents and communication aspects of Gekko Plus are subject to the below end user license agreement. Using Gekko Plus constitutes acceptance of the functionality.

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Article 1. Some definitions

A **user** is a person who pays on a regular basis for the Gekko Plus platform. **Gekko Plus** is a paid subscription service for a user. The **Gekko Plus platform** is the online website to access the Gekko Plus functionality. The URL is: <https://GekkoPlus.com/>. Related but not part of Gekko Plus is the open source software **Open Gekko**. See also Terms and conditions GEKKO PLUS section 1.6. A **Gekko Premium strategy** is an strategy script usable for Open Gekko and automated trading. See also Terms and conditions GEKKO PLUS section 1.7.

Article 2. Summary

- Gekko Plus is a paid service that facilitates the use of Open Gekko.
- Open Gekko is free (open source) software to install and run on your own computer, server or embedded device.
- Gekko Plus Platform facilitates using Open Gekko, among other interesting features. See also paragraph “Functionality”. It is important to understand that Gekko Plus mainly facilitates the use of Open Gekko.

Article 3. Functionality

Gekko Plus offers the following features:

- Access to closed online environment that hosts Open Gekko and can be simply managed by an enduser (so you don't have to install and manage Open Gekko yourself).
- The following features of Open Gekko are available:
 - Running “backtests” (historic market simulations).
 - Running realtime “paper traders” (robot-test-trading with fake money).
 - Starting a realtime Gekko “tradebot” via Open Gekko.
 - We installed a limit of 1 trading bot per exchange account.
 - Although Open Gekko is responsible for the execution (automatic buying and selling), we facilitate you in extra:
 - Server capacity.
 - Co-location.
- All of the above features are running on all exchanges or markets that are supported by Open Gekko; See current list at: https://gekko.wizb.it/docs/introduction/supported_exchanges.html
- Access to the Gekko Plus market place with Premium strategies to use in your simulations and tradebots. In Gekko Plus the performance of these premium strategies is provided with statistics (a.o. risk and profit-loss indicators) Gekko Plus acts as a middle man in providing your needed strategies (see also the related ToS, paragraph 1.6).
- A private user dashboard that gives insights with several statistics.
- An large archive of historic marketdata that can be used with the software.
- All computer resources needed to run Open Gekko in a simulation environment.
- Insight in your Gekko Plus subscription with downloadable invoices (PDF format).

Article 4. Platform

Via the Gekko Plus platform, the user has access to all offered services.

- Gekko Plus is a “webplatform”, which means that the user with a modern browser and supported platform has access to the services.:
 - Modern browsers that are supported are: Firefox and Chrome (most recent version).
 - Platforms that are supported are laptops and computers (Windows, MacOS, Linux and BSD systems). Tablets and Smartphones are not supported in this version.
- Access is granted with a registered user account.
 - The user is granted access after providing:
 - Username or e-mail address.
 - Password
 - 2FA code (two factor authentication)

Article 5. Security

We have made every effort to keep up the security of Gekko Plus. We did this by using security best practises in the architecture of our system and the cloud environment we operate at. Especially we have made efforts to protect:

5.1. Access to user’s dashboard by unauthorized third parties.

Using these efforts we are protecting:

- Personal user data (including payment details and invoices).
- User portfolio data from third party exchanges (via the API of the user’s exchange account)
- Information regarding the user’s bots (for example strategy configurations and historical backtest results).

Some measures we have in place to protect this:

- The usage of SSL between the user’s browser and the Gekko Plus Platform.
 - With modern ciphers as recommended by Mozilla (<https://mozilla.github.io/server-side-tls/ssl-config-generator/>)
- We require 2FA for logging in and sessions are set to expire after non activity.
- We require strong passwords through a password policy
- We use other security best practises such as CORS and CSRF to prevent session hijacking.
- We will send you emails to notify you on access and account changes, see communication below.

5.2. Access to our complete infrastructure by unauthorized third parties. Using these efforts we are protecting:

- All the above for all of Gekko Plus users.
- All user passwords.
- API keys to exchange accounts of all our users.

Some measures we have in place to protect this:

- Critical infrastructure is not exposed to the open internet, but protected using private LANs, VLANs and multiple firewalls)
 - Critical infrastructure includes Databases (user data, API keys).
 - For example servers storing live market data or running live Gekko bots only have direct access to the external exchanges they need to communicate with.
- Only components that need to be publicly exposed will be (for example the dashboard and related APIs).
 - All user data requires user authentication and authorization.
 - Using sessions stored in encrypted cookies (that expire after not being used)
- The encryption of all data (wherever possible).
 - We encrypt passwords using the hash function argon2.
- We have protected our cloud accounts that can access our infrastructure using unique passwords and 2FA.
- We have automated monitoring in place that is constantly checking all our servers.

Article 6. Communication

All communication takes place via email. We will send emails to the email address the user has provided us during account registration.

6.1 Newsletter

Gekko Plus has a newsletter, during account registration the user can sign up for the newsletter. We will send the newsletter to the email addresses of all users who signed up. The user can unsubscribe at any moment via the platform or via the unsubscribe link found in every email.

6.2. Account activities

As a security measure, we will notify you via email as important activities happen with your account. This includes:

- When you login into the Gekko Plus Platform.
- When you add or remove an exchange integration.
- When we change our supported exchange integrations and it effects a Gekko bot you are running.
- When you change details related to logging into the platform, such as:
 - Password
 - 2FA settings
 - Email address
- When you start or stop a live Gekko bot.

Article 7. Support

When you require customer or technical support, please email support@Gekkoplus.com

- For security purposes always email from the same email address that was used to create the Gekko Plus account.
- We try to answer your support tickets within 5 working days, unfortunately we cannot guarantee that as this point.
- Keep in mind that our support email address has a spam filter. If your support email ends up in the spam filter we cannot guarantee anything.
 - The spam filter is managed by Google Apps for Business.

Article 8. Fair use policy

Gekko users have access to a number of features facilitated by the Gekko Plus platform. The following numbers are guidelines to give an idea about what we consider fair use. All numbers are per month unless stated otherwise.

- Gekko Plus Platform & Dashboard
 - 24/7/365 available for all users, with the exception of downtime caused by planned or unplanned maintenance (see guarantees).
- Backtesting: the user can backtest any strategy found in the Gekko Plus strategy marketplace, adhering to the following limits (until whichever limit is hit first):
 - All exchange rate information is available, with the exception of the last 2 hours.
 - 10,000 total backtests.
 - 100 year of used market data
 - 50,000,000 individual candles (warmup is excluded from this number, running a 30 day backtest with hourly candles will consume $30 * 24 = 720$ candles of this quota).
- Paper traders: The user can run trading simulations over the realtime market
 - Market data is delayed by 6 hours.
 - A maximum of 20 simultaneous paper traders can be active at one time
 - The user can stop any paper trader at any time via the dashboard
- Tradebots: The user can run a live Gekko tradebot via the Gekko Plus Platform.
 - A maximum of 5 simultaneous tradebots can be active at one time.
 - The user can stop any paper trader at any time via the dashboard
 - Technical restrictions from Open Gekko apply, for example:

- You can only run one tradebot per exchange account

Article 9. Responsibility

When using Gekko Plus features a number of services and products are used behind the scenes. The responsibility is as follows:

9.1. Simulations

We define “backtests” and “paper traders” as simulations.

- Open Gekko is collecting the market and exchange rate data used in all simulations:
 - The raw market and exchange rate data is downloaded directly from the exchanges. The correctness of this data is the responsibility of the exchange in question.
 - Open Gekko is used to aggregate this data into various summarized forms such as candles. Open Gekko is responsible for correctly aggregating this data.
- Open Gekko is running the simulations:
 - The simulations are completed using a limited set of market data, as such the results are a proximation. Read here more (todo: link) on what this means.
 - Gekko Plus is not responsible for any discrepancies in the results of the simulations. Either due to bugs or due to the limited input described above.

9.2. Tradebot

- Before the user can start a tradebot connected to his/her personal exchange account, the user must first connect the two accounts. See the following guides (todo: link)
- The user can start a tradebot by going selecting a strategy from the Gekko Plus Marketplace.
 - All strategies in the marketplace are not created by us but by independent third party strategy creators.
 - **We are not responsible for the performance of any strategy.**
 - We are measuring all strategies to present them unbiased their historical performance unbiased. We are actively monitoring all strategies for ways in which they game our presentations based on historical performance statistics.
 - We do not know how well a strategy will perform in the future, if you decide to run a strategy this is your own risk. We nor the third party strategy creator can say anything about future returns.
 - The strategy is solely responsible for triggering trading decisions that affect the value of your portfolio.
 - The responsibility to execute orders based on the advice from the strategy lies with Open Gekko.
 - The responsibility for accepting and fairly executing the orders according to the LOB (limit order book) lies with the exchange.
 - Especially during volatile trading periods exchanges are known to queue and slow down the acceptance of new orders.