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Thread: [\[NEED HELP\] I need some advice, having problems with Bittrex Policy.](#)

Spear_ - October 1, 2019, 7:32 pm

So long story short.

I ended up losing my 2FA code, I followed the procedure and made a picture of myself holding a paper with written "Bittrex" and my "ID Card" in the other hand. From my support account, I replied to the ticket with uploading my pictures.

The verification passed and my 2FA got removed, i could finally access my account. But I though isn't it risky to have so easy access on my pictures with my personal info. Like you just get inside the ticket and you can always download and view them. I was like "WTF" this is unlike other companies, where they store it in a server you cannot even access with your account.

I contacted Chat Support and ended up talking with Floor Manager. They kept saying me that I cannot enforce GDPR protection on this because of Article 17 on GDPR b) and e), they have the right to keep it due to money landries, some records and etc, I don't remember quite well.

I stated to them, what happens if someone breaches inside my account/hack it and just open the ticket, he could easily access my personal info and myself in a picture. How could you protect me from this, as you don't even have 2FA for Support accounts, only in the trade accounts. They did not gave me any proper solution, they just kept suggesting me, use strong passwords, change them time to time etc.

I want to hear are they in right position, how and from where I can ask for help? I was like "Alright keep the personal info pictures, but just store them somewhere, where only you can access them" and they also NOT offered me any solution. At least they have Encryption and even if the link of the pictures gets shared somewhere, you cannot open it, until you are logged in my account, that is the only protection itself.

Please someone more mature hit me up with suggestions, someone more experienced like Omni etc. Sorry if my English is bad. ?

I also found Article 17:

<http://www.privacy-regulation.eu/en/article-17-right-to-erasure-%27right-to-be-forgotten%27-GDPR.htm>

Just read Paragraph 3 - b) and e) as they stated this lets them to keep my personal info like that.