



## PRIVACY POLICY

### Commitment

This Privacy Policy explains how iFOREX collects and process personal data about you. iFOREX is committed to protecting the privacy of all personal information which it obtains and will only use your personal information in accordance with this Privacy Policy.

### What information do we collect

In order to provide you with our services we need to process certain information about you. We ask for information which enables us to offer and provide you with products and services tailored and customized to your interests and needs. Additionally, when you use our services we collect information from your use of our website, trading platform and mobile app ("Websites") which helps us to better improve your experience when using our websites and allows us to manage the services we provide.

### Personal Information Provided by You

We retain your full name, date of birth, place of birth, address, a certified photocopy of your national ID card, passport or other form of ID and a certified photocopy of a recent utility bill, or other proof of address, TINs (Tax Identification Numbers), country of residence, information related to your financial status, such as your bank account/s and Credit Card/s details or other means of payments, the origin of funds, annual income, occupation, phone number and email address. We may retain other types of personal data you decide to share with us as part of any correspondence with you, such as by way of chats call recordings.

### Information automatically collected

We may also retain information automatically when you visit our websites and/or use our services, such as deposits and withdrawals history, information in regards to funds and financial instruments kept by the Company on your behalf, relevant data and types of transactions conducted, documents downloaded and/or uploaded, how you use our websites, for example the frequency with which you access them, site areas visited and duration of visits, pages viewed, Internet Protocol (IP) address, geo location information, computers and cellular devices identification parameters, general identifiers, your website activity as well as text you type in the websites, the websites which referred you to ours or to which websites you link and your preferred languages.

### Information received by third parties

We may offer you the ability to register and login using your third-party social media account details (like your Facebook, Google etc.). Where you choose to do this, we may receive certain profile information about you from your social media provider. The profile Information we receive may vary depending on the social media provider concerned, but will often include your name and e-mail address as well as other information you choose to make public in accordance with the terms of agreements and your privacy setting with these services. Please note that we do not control, and are not responsible for, other uses of your personal information by your third-party social media or other providers, and any personal data collected by such providers are governed by their privacy policies and related terms. We recommend that you review such privacy policies to understand how they collect, use and share your personal information, and how you can set your privacy preferences on their sites and apps. We may also receive personal information related to you from identity verification agencies, credit reference agencies and alike and, from open sources which contain publicly available information.

### Unsolicited Information

If you provide us with personal information that we have not requested, then we will endeavor to only retain the information that we are entitled or required to hold because of the products and services we provide. However, if this additional information is surplus to our requirements but is provided to us in a manner where it is combined with information that we are either required, or entitled to retain, or that technically is impossible to isolate and delete, then you hereby acknowledge that this unsolicited information may be held by us in the same manner as the balance of your personal information.

### How we use and share your personal information?

We will use your personal information and share it with employees, partners, contractors, service providers, transaction processors, professional advisors and affiliates of iFOREX (including but not limited to parent, sister and subsidiary companies in the iFOREX Group) (the "Partners"), for the following purposes only, or subject, in any relevant case, to your explicit consent:

- To provide the services to you that you have requested including processing transactions.
- To confirm and authenticate your identity, including for conducting fraud, sanctions and politically exposed person (PEPs) checks.
- To maintain your personal profile.
- To manage your account.
- To contact you when necessary or appropriate in relation to the services being provided to you.
- To keep you updated whilst you are a customer in relation to matters such as contracts you have traded and activities of iFOREX.
- To enforce the governing terms and conditions of our services and of this policy.
- To manage and administer the products and services provided to you.
- For risk management purposes.
- For providing support and for troubleshooting.
- To maintain adequate administrative and business records relating to our business.
- For marketing purposes, including, but not limited to providing you with information regarding the products and services offered by iFOREX or its Partners.
- To market our products and services to people like you.
- In developing an understanding of the products and services that you may be interested in obtaining from iFOREX or its partners.
- To provide you with information or opportunities that we believe may be relevant to you.
- To tailor the website to your needs and interests.
- To create impersonalized statistical data.
- To conduct surveys and questionnaires.
- If iFOREX organizes the operation of its services within a different framework, or through another legal structure or entity, or if iFOREX is acquired by, or merged with another entity, provided however, that those entities agree to be bound by the provisions of this policy, with respective changes taken into consideration.
- In any case where iFOREX believes that sharing information is necessary to prevent imminent physical harm or damage to property.
- If iFOREX believes that you have breached the governing terms and conditions, or abused your rights to use the services, or performed any act or omission that iFOREX believes to be violating any applicable law, rules, or regulations, then iFOREX may share your information with law enforcement agencies and other competent authorities as well as with other third parties, as may be required.
- If iFOREX is required, or believes that it is required, by law to share or disclose your information to governmental authorities or to any other third party.
- In any case of dispute, or legal proceeding of any kind between you and iFOREX, or between you and other clients or third parties with respect to, or in relation with the services iFOREX provides.

Please note that you are not obligated to give us any of the personal information requested by iFOREX. However, without the information requested in the application form, iFOREX may not be able to open an account for you, or to provide you with any other services, information or assistance you have sought or evaluate the appropriateness of the service you are requesting.



### Statistical Data

iFOREX may combine your personally identifiable information with information from other users of its websites to create aggregated impersonalized statistical data for the purposes of monitoring and improving its services and products. iFOREX may provide this statistical data to third parties. Under no circumstances will you be able to be identified from this statistical data, you will remain anonymous.

### Marketing

iFOREX uses personal information to keep its clients updated at all times in relation to matters such as contracts its clients have traded and activities of iFOREX, for marketing purposes, including, but not limited to providing its clients with information regarding the products and services offered by iFOREX and/or its partners. For marketing purposes iFOREX will use means of emails, SMS (text) messages and/or any other electronic communications as may be applicable.

### Choice and opt-out

In the registration process with iFOREX as a client you will be given the option to opt-out of subscribing to:

- Marketing services, which provides you with information regarding the products and services offered by iFOREX or its partners and opportunities that we believe may be relevant to you;
- Emails;
- SMS (text) messages;
- Other electronic communications.

If you no longer wish to receive any of the above-mentioned types of messages, you may opt-out at any time by following the instructions included in each message, or you can manage your preferences through the Notification Setting page in your trading account. However please note that opting-out will not restrict iFOREX from sending messages that iFOREX, subject to its legal and regulatory obligations, is required to communicate with you.

### Transfer of data to third countries

You hereby acknowledge that your personal information is not held and processed in the BVI and that iFOREX, by its nature as an online service, may store and process information in various sites, throughout the globe. If you are a resident in a jurisdiction such as European Economic Area Member States, where transfer of your personal information to another jurisdiction requires your consent, then you provide us your express and unambiguous consent to such transfer.

### Links

When you use this website, you may be able to link to other websites. This Privacy Policy does not apply to those other sites.

### Cookies

Cookies are small files of information, which often include a unique identification number or value, which are stored on your computer's hard drive as a result of you using the iFOREX services and websites.

We use both session ID cookies and persistent cookies. A session ID cookie expires when you close your browser and a Persistent cookie remains on your hard drive for an extended period of time.

If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to have your computer notify you each time a cookie is sent to it, and thereby give yourself the choice whether to accept it or not. However, this may impair the quality of the services that we provide to you in relation to your account. For further information you may visit <https://allaboutcookies.org/>.

### Remarketing with Google Analytics

We may use the information we collect to assist us in delivering relevant ads to you (Remarketing). Remarketing is a way for us to connect with our websites and ads visitors, based upon their past interactions with our website and ads. Third-party marketing



vendors may be hired by iFOREX to perform such remarketing services. As a result, third-party vendors, including Google, may show iFOREX's ads on internet sites. Such third-party vendors, including Google, may also use their cookies, third party cookies and similar technologies to serve ads based on a visitor's prior visits to iFOREX's websites.

You may opt out of Google Analytics for Display Advertisers and opt out of customized Google Display Network ads by visiting Google's [Ads Preferences Manager](#). You are also encouraged to visit [Google Analytics Opt-out Browser Add-on](#). For further information you can also visit [Google's privacy center](#).

### Security

iFOREX takes security very seriously and makes efforts to protect your personal information and ensure it is not accessed by unauthorized persons. Measures include encryption, strong authentication mechanisms and separation of machines and data to provide secure areas. While such systems and procedures reduce the risk of security breaches, they do not provide absolute security. Therefore, iFOREX cannot guarantee that our service will be immune from any wrongdoings, malfunctions, unlawful interceptions or unauthorized access to the information stored therein and to other information security risks, or that your private communications on or through our service will remain private.

### Your Rights

You have the following rights with respect to your personal information processed by us:

- To inquire us whether your personal data is being processed by us;
- To request access to such personal data and to obtain a copy of it;
- To request correction of the personal data, where your personal data is inaccurate, incomplete, misleading or not up-to-date;
- To request that we will not process your personal information for direct marketing purpose (in this respect please also refer to the "Choice and opt - out" section above).

Please note that we may not be able to fulfil every request. Some of these rights only apply in certain circumstances and are subject to iFOREX regulatory and legal obligations which may override and prevent us from doing so or other exemptions apply.

We will charge a fee as allowed by applicable law to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

### Retention of Information

We will retain personal information for as long as it is required and necessary for the purposes that it was originally collected, including for the provision of our services and contractual obligations; for our business purposes and objectives, for compliance with applicable legal and regulatory obligations; for the protection and the exercise of our legal rights and, defense and for maintaining adequate business records. Personal information that is no longer needed will be securely deleted. In any case, we may keep any aggregated or anonymized information indefinitely.

### Enforcement and exercise of rights

iFOREX is doing its utmost to comply with this Privacy Policy. If you have any questions or requests, including regarding the exercise of your rights and deletion of personal data, concerns or complaints regarding this Policy, or the enforcement thereof, please refer them to: [cs@iforex.com](mailto:cs@iforex.com), verifying your identity and setting out in full what information you require. After receiving your request, iFOREX may contact you to better understand your concerns and will make all efforts to promptly answer your question, or, subject to its legal and regulatory requirements, resolve your request or complaint to your full satisfaction.

### Minors

Our services and websites are not available for users under the age of 18 (or the age of legal consent for the jurisdiction the user is located in). We do not knowingly collect personal information from or about minors. If you are a minor, you should not download



or use any of our services nor provide any personal information to us. If you have any reason to believe that a minor has shared any information with us, please contact us.

#### **Amendments to Policy**

iFOREX may change and update the terms of this Privacy and Security Policy from time to time. All changes will take effect seven (7) days after their initial posting on the Website, unless iFOREX amends this Policy to comply with legal or regulatory requirements, in which case the amendments will become effective as required, or ordered.

#### **Governing Law**

In respect of issues not addressed in the present Privacy Policy, the law of the British Virgin Islands will apply and the competent court for the settlement of any dispute which may arise in respect of this privacy policy shall be the courts of the British Virgin Islands.