

## PRIVACY POLICY

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### 1

We are committed to preserving the privacy of all visitors and users of this website. Please read the following privacy policy to understand how we use and protect the information that you provide to us. We will only use your personal information in accordance with this privacy policy.

Our Privacy Policy Statement will be reviewed from time to time to take into account of new laws and technology, changes to our operations and practices and to ensure it remains appropriate to the changing environment. By using this website, you consent to us using your personal information as set out below.

#### **What personal information do we collect?**

If you decide to apply to open an account with us, there is certain information that we will require from you in order to do so. This information includes but is not limited to personal details such as name, address, date of birth, contact details, employment details, assets and liabilities and other necessary financial information. From time to time we may also request further information to help us improve our service to you. We obtain most of the information directly from our customers through application or other forms, and from maintaining records of information provided in the course of ongoing customer service. We may also collect information about your use of the website, such as pages visited, frequency and duration and visit and trading activities.

#### **How we store and secure information we collect**

We use both local and remote data centres to host the information we collect, and we use technical measures to secure your data. While we implement safeguards designed to protect

## PRIVACY POLICY

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### 2

your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that data, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others. We will respond to requests about this within a reasonable timeframe.

#### **How long we keep information**

How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymize your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

**Account information:** The company will keep statutory client information for at least 5 years from the end of the business relationship after which the Company can delete it unless instructed otherwise by the relevant authorities. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations and to continue to develop and improve our Services. Where we retain information for Service improvement and development, we take steps to eliminate information that directly identifies you, and we only use the information to uncover collective insights about the use of our Services, not to specifically analyze personal characteristics about you.

**Marketing information:** If you have elected to receive marketing emails from us, we retain information about your marketing preferences unless you specifically ask us to delete such information. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

## PRIVACY POLICY

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### 3

#### **How do we use this information?**

We will use information collected from you to provide the information and services requested by you and to improve the quality of our service. Unless you are informed otherwise, the personal information we hold is used for:

- Establishing and managing your account;
- Reviewing your ongoing needs;
- Enhancing customer service and products;
- Giving your ongoing information or opportunities that we believe may be relevant to you.

#### **Disclosure of Information**

Depending on the product or service concerned and particular restrictions on sensitive information, this means that personal information may be disclosed to:

Service providers and specialist advisers to us who have been contracted to provide us with administrative, financial, insurance, research or other services. Introducing brokers with whom we have a mutual relationship (any of whom may be within or outside the European Economic Area) Credit providers, courts, tribunals and regulatory authorities as agreed or authorized by law.

## PRIVACY POLICY

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### 4

#### **Credit reporting or reference agencies**

Anyone authorized by an individual, as specified by that individual or the contract. If you do not want us to use your personal information, please let us know in writing. If you decide to do so, we may not be able to continue to provide information, services and/or products requested by you and we will have no liability to you in respect of the same.

#### **How to access and control your information**

You have certain choices available to you when it comes to your information. Below is a summary of those choices, how to exercise them and any limitations. We will respond to requests about this within a reasonable timeframe.

You have the right to request a copy of your information, to object to our use of your information (including for marketing purposes), to request the deletion or restriction of your information, or to request your information in a structured, electronic format.

Your request and choices may be limited in certain cases: for example, if fulfilling your request would reveal information about another person, or if you ask to delete information which we or your administrator are permitted by law or have compelling legitimate interests to keep. Where you have asked us to share data with third parties, for example, by enabling a Power-Up, you will need to contact those third-party service providers directly to have your information deleted or otherwise restricted. If you have unresolved concerns, you may have the right to complain to a data protection authority in the country where you live, where you work or where you feel your rights were infringed.

## PRIVACY POLICY

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### 5

**Request that we stop using your information:** In some cases, you may ask us to stop accessing, storing, using and otherwise processing your information where you believe we don't have the appropriate rights to do so. For example, if you believe an account was created for you without your permission or you are no longer an active user, you can request that we delete your account as provided in this policy. Where you gave us consent to use your information for a limited purpose, you can contact us to withdraw that consent, but this will not affect any processing that has already taken place at the time. You can also opt-out of our use of your information for marketing purposes by contacting us, as provided below. When you make such requests, we may need time to investigate and facilitate your request. If there is a delay or dispute as to whether we have the right to continue using your information, we will restrict any further use of your information until the request is honored or the dispute is resolved.

### Updating your information

You may inform FXJET at any time that your personal details have changed or that you wish FXJET to delete personal information we hold about you by emailing us at [e-mail: backoffice@fxjet.com](mailto:backoffice@fxjet.com)

**FXJET** will change or delete your personal information in accordance with your instructions, except to the extent that we are required to hold your personal information for regulatory or legal purposes, to provide you with the services you have requested or to maintain adequate business records.

## PRIVACY POLICY

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### 6

#### **Use of Cookies**

If you open an account with us, you will need to use our trading software which enables us to use cookies in relation to your access to this website. 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 this trading software and accessing this website. The purpose of this information is to provide you with a more relevant and effective experience on this website, including presenting web pages according to your needs or preferences. Cookies are frequently used on many websites on the internet and you can choose if and how a cookie will be accepted by changing your preferences and options in your browser. You may not be able to access some parts of this site if you choose to disable the cookie acceptance in your browser, particularly the secure parts of the website. We therefore recommend you enable cookie acceptance to benefit from all the services on the website.

#### **Changes to our Privacy Policy**

We may change this privacy policy from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice by adding a notice on the Services homepages, login screens, or by sending you an email notification. We will also keep prior versions of this Privacy Policy in an archive for your review. We encourage you to review our privacy policy whenever you use our services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you will need to stop using our services and deactivate your account(s), as outlined above.

## PRIVACY POLICY

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### 7

#### How to contact us

If you have any questions regarding this policy, wish to access or change your information or have a complaint, please call us on **+357 25249000** or write or e-mail us with your concerns at: **support@fxjet.com**

#### FXJET

Address: Makarios III Avenue 134, Yiota Court, Office 101, P.O.BOX. 51181, 3021 Limassol, Cyprus.