

PRIVACY POLICY

TradeTech Markets (BVI) Ltd

Please view the following Privacy Policy which clearly explains how TradeTech Markets (BVI) Ltd, trading as Markets.com (“the Company”, “we”, “our” or “us”) collect, process, store, and protect Client information. Our Privacy Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Any information we hold will be governed by the most current Privacy Policy displayed on our website(s).

By opening an account or by using our websites, you give your consent to the collection and use of personal information as explained in this Privacy Statement.

What is personal information?

Personal information is any information about you, that identifies you or by which your identity can reasonably be ascertained.

Consideration of Personal Information Privacy

We are committed to being open and transparent about how we manage your personal information. Where our documents or interactions with you ask for personal information, we will generally state the purposes for its use and to whom it may be disclosed.

Collection of Personal Information

The company collects the necessary information required to perform our service including to open an account, execute transactions, safeguard your assets and your privacy and provide you with the services you require. To this end, the company gathers information from you and may, in certain circumstances, gather information from relevant banks and/or credit agencies, and/or other sources which help us profile your requirements and preferences and provide better services to you.

The information we collect may include:

Application information

Personal information you provide us in your application, such as your name, address, date of birth, email address, employment details, income and income source, tax file number etc., is used in order to facilitate the assessment of your application. The information you provide us is also used for the purposes of communicating with you.

Transaction information

Information to assess your trading experience and suitability to transact using our products and services as well as information about the anticipated volume and value of your transactions with us is used to enable the construction of your economic profile.

Verification information

Information necessary to verify your identity is collected from you, such as an identification card, passport number or driver's license number. This also may include background information we receive about you from public records or from other entities not affiliated with us.

This information may come from an application form, opening or maintaining an account with us, using our products and services, calling us or visiting our website. Please note that we may record our telephone conversations with you.

Please also note that because of the nature of the services we provide and our regulatory obligations we do not have the option of allowing you to deal with us on an anonymous basis. If you choose not to provide the information we need to fulfil your request for a specific product or service, we may not be able to provide you with the requested product or service.

Use of Personal Information and Disclosure (including Overseas)

The information collected is required to enable us to provide a service to you. This information helps us to improve services, establishing and managing your account, reviewing your ongoing needs, enhancing customer service, customize your browsing experience and inform you of additional products, services or promotions relevant to you. If you do not want to receive information of this nature for any reason, please contact us at the following email address: support@markets.com.

We may disclose your personal information to:

- other companies within the our group;
- our related bodies corporate, agents, employees and representatives;
- credit reporting or reference agencies;
- financial institutions and other similar organisations in connection with our corporate activities or that are nominated by you;
- external service providers and professional advisers that provide services to us such as account processing, fulfilment, Client service, Client satisfaction surveys or other data collection activities relevant to our business;
- credit providers, collection agencies, courts, tribunals and regulatory authorities as agreed or authorised by law;
- any organisation which you request us to or any persons acting on your behalf, including your financial adviser, broker, solicitor or accountant;
- partners, affiliates and alliances and introducing brokers with whom we have a mutual relationship;
- Where you have been introduced to us, the person responsible for the introduction may have access to your information. You hereby unambiguously and unequivocally consent to the sharing of information with such a person; and
- anyone authorised by an individual, as specified by that individual or the contract.

Integrity and Protection of Personal Information

Whilst we attempt to ensure that all the information we hold about you is current, accurate and complete, we urge you to promptly notify us of any changes to the personal information that we hold about you.

Personal Information is safely stored on secure servers that only authorised personnel have access to,

via password. The company encrypts all personal information as it is transferred to us and thus, makes all necessary effort to prevent unauthorised parties from viewing any such information.

Statistical Information and Cookies

We collect statistical information about visitors to our websites such as the number of visitors, pages viewed, types of transactions conducted, time online and documents downloaded. This information is used to evaluate and improve the performance of our websites. Other than statistical information, we do not collect any information about you through our website unless you provide the information to us.

You should be aware that the company uses cookies to secure your trading activities and to enhance the performance of our websites. Cookies used by the company do not contain personal information or other sensitive information. The company may share website usage statistics with reputable advertising companies and with its marketing companies. The information collected by the advertising company is not personally identifiable.

To administer and improve the website, the company may use third parties to track and analyse usage and statistical volume information. The third party may use cookies to track behaviour and may set cookies on our behalf. These cookies do not contain any personally identifiable information.

Regulatory Disclosure

The company reserves the right to disclose personal information to third parties where required by law, regulatory, law enforcement or other government authority of a competent jurisdiction in order to protect our rights and/or to comply with such legal proceedings. Such disclosure shall occur on a 'need-to-know' basis, unless otherwise instructed by a regulatory or other government authority. Under such circumstances, we shall expressly inform the third party regarding the confidential nature of the information.

Restriction of Responsibility

The Company is not responsible for the privacy policies or the content of those sites to which it links. The company has no control over the use or protection of information provided by a Client or collected by those sites. Whenever a Client elects to link to a co-branded web site or to a linked web site the Client may be asked to provide registration or other information. Please note that such information is recorded by a third party and will be governed by the privacy policy of that third party.

Your Consent

By accessing this website or by submitting an application to open an account with the company, you give your consent to collect, maintain, use and disclose personal information about you and provided by you or by another person as described above.

Contact Us

If you want to make a general enquiry about our privacy policy, change your personal information, access your personal information or make a complaint, please contact us by email:

support@markets.com