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# PRIVACY POLICY & INTERNAL PRIVACY CONTROLS

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**EC MARKETS LIMITED**

**AN INVESTMENT DEALER (FULL SERVICE DEALER EXCLUDING UNDERWRITING) LICENCE AND  
GLOBAL BUSINESS COMPANY LICENSED BY THE FSC**



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## OVERVIEW

EC Markets Limited (the "Company" or "The Company") places a high priority on the privacy and integrity of the personal information of our customers, both present and future. The Company strives to ensure the safety and confidentiality of all information received from the Customer.

This Privacy Policy & Internal Privacy Controls (the "Policy") describes how the Company collects, uses, and protects the personal information of the Customer.

## DATA PROTECTION FRAMEWORK

In accordance with the Mauritius Data Protection Act 2017, the Company views the protection, privacy, and the safeguarding of that personal and financial information of clients and website visitors as a high priority.

EC Markets Limited ("the Company") and everyone responsible for using data follow strict rules on how personal information can be collected and used. Users must make sure the information is:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant, and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred without adequate protection

## PRIVACY POLICY & INTERNAL PRIVACY CONTROLS

The Company routinely collects personal, confidential, and sensitive non-public information ("Non-Public Information") from its customers. The Company is committed to safeguarding this information so that its confidentiality can be maintained and unauthorized access, use or disclosure of this information can be prevented.

If the Customer does not want the Company to use the Non-Public Information, the Customer should so inform the Company in writing by sending an email or a letter by registered post at the registered office of the Company.

Should the Customer wish to opt out, the Company may not be able to continue providing information, services and products requested by the Customer and the Company shall have no liability to the Customer in respect of the same.

The Company will not use or disclose Non-Public Information for any purpose other than for the performance of business activities or if required by law.

This Policy describes how the EC Markets Limited protects and handles the Non-Public Information it collects on customers who apply for or receive its products and services. The provisions of this policy apply to current, former, and prospective customers of the Company.

## RETENTION OF RECORDS

EC Markets Limited will keep personal data only as long as it is necessary, including for the purposes of updating the product or services or as required by law. When the personal data is no longer required, it will be destroyed either by shredding or other approved destruction methods to prevent unauthorised parties from gaining access to the information during and after the process. We will safeguard information in our custody.

We have developed and will maintain security procedures to safeguard personal data against loss, theft, copying and unauthorised disclosure, use or modification. Access to personal data is restricted to employees and authorised service providers who need it to perform their work.

## COOKIES

Cookies are small pieces of information sent by a web server to store on a web browser so it can be read back later from that web browser. Cookies may be used on some pages of the Site for us to provide Site users with a more customized web browsing experience.

## THE PROTECTION OF NON-PUBLIC INFORMATION

The Company takes the issue of security very seriously and ensures that all possible measures to ensure the safety of your confidential information, including adhering to strict standards for the internal use of confidential information and using leading data storage technology.

When making a payment with a credit/debit card, the client will be transferred to the site of the processing center where a form has to be filled. To prevent the unauthorized use of your credit/debit card, the card information of the client is transmitted to the Company in shortened form and through a secure server. In certain exceptional circumstances, The Company may refund payments made by credit or debit card. In this case, the funds will be refunded to the card that was used for the deposit.

The Company may occasionally share Non-Public Information with its affiliates or third-party service providers and joint marketers not affiliated with The Company. This information may be shared for a variety of purposes, such as to support the financial products and services provided to customers, to service customer accounts, to cooperate with regulatory authorities and law enforcement agencies, to comply with court orders or other official requests, or, as necessary, to protect the Company's rights or property.

By accepting the Client Agreement, the Customer consents to the Company collecting, maintaining, using, and disclosing their Non-Public Information in accordance with the terms of this Policy.

The Company has established procedures designed to prevent the use of insider information by an effective segregation of its activities, including to other members of the Group.

No investment decisions concerning the portfolio of clients shall not be communicated or be (made) available to any unauthorised third party, without the consent of the clients.

## YOUR CONSENT

By accessing our Site, you consent to EC Markets Limited collecting, maintaining, using, and disclosing your Personal Data in accordance with this privacy policy.

## CUSTOMER ACCESS TO NON-PUBLIC INFORMATION & CHANGES TO PRIVACY POLICY

The Company endeavours to keep its customer files complete and accurate it shall also give its customers reasonable access any Non-Public Information maintained on that customer.

This Policy is set out on the Website and The Company may update this Policy from time to time. The revised Policy together with a general notice informing customers of such change will be promptly posted to the Website as and when this Policy is materially amended.

The Customer irrevocably agrees the posting of a revised Policy electronically on the Website as constituting actual notice to the Customer. Any dispute over the Policy is subject to this notice. The Customer is encouraged to periodically check back and review this Policy so that the Customer will always know what information the Company collects, how it uses it, and to whom it discloses it.

## QUERIES

If you have privacy questions which are not answered by this Privacy Policy or any other concerns about how we use your personal data, please write to us at:

<b>In writing</b>	EC Markets Limited C/o Credentia International Management Ltd The Cyberati Lounge, Ground Floor The Catalyst, Silicon Avenue, 40 Cybercity 72201 Ebene Republic of Mauritius
<b>Over the phone:</b>	+230 467 2000
<b>Via email to:</b>	<a href="mailto:compliance@ecmarkets.mu">compliance@ecmarkets.mu</a>