



# PRIVACY POLICY

## Introduction

Any reference to "TagorTrade", the "Company", "we", "us", or "our" refers to Tagor Trade Ltd, a company incorporated in the United Kingdom, with Registration Number: 09133368.

At Tagor Trade Ltd, we recognize the paramount importance of maintaining confidentiality and ensuring the proper handling of personal data. We are committed to safeguarding your privacy by responsibly obtaining, processing, and protecting your personal data. This Privacy Policy ("Policy") delineates our approach to managing and safeguarding the personal information of our clients.

We, therefore, aim to provide clarity on how we handle, process, and share your personal information ("Personal Data") when you engage with our Trading Platform or interact with us in any other capacity.

By accessing our Websites, utilizing the Trading Platform, or availing our services, you implicitly agree to and consent to the terms outlined in this Privacy Policy. We urge you, as the User and Client, to familiarize yourself with the contents herein to understand the rationale behind our data processing practices.

## 1. Purpose of collecting Personal Information

1.1. We collect and process Personal Data necessary to fulfill our contractual and legal obligations. This information is provided directly by you for the purpose of opening a trading account or using our services.

1.2. To comply with legal and regulatory requirements, we collect information about you as mandated or authorized by law. Certain laws, including tax regulations, necessitate the collection of personal information. For instance, we may require personal details to verify your identity under Anti-Money Laundering and Counter-Terrorism laws.

1.3. We may also use the information we have about you for the following purposes:

1.3.1. Provide, maintain, improve, and develop relevant features and services.

1.3.2. Fulfill your requests.

1.3.3. Detect and defend against fraudulent, abusive, or unlawful activity.

1.3.4. Send you technical notices, updates, security alerts, invoices, and other support and administrative messages.

1.3.5. Provide customer service.

1.3.6. Communicate with you about products, services, offers, promotions, and events, and provide other news and information we think will be of interest to you.

1.3.7. Personalize the services and provide advertisements, content, and features that match user profiles or interests.

## 2. What Personal Data we Collect and Store

2.1. We collect the necessary information required to open a client's trading account and provide clients with the services they require. This may include personal information such as Name, Surname, email, mobile number, Date of birth, and gender.

2.2. **KYC Documents:** In some cases, Anti-money laundering laws require us to sight and record details of certain documents to meet the standards set under those laws. Identification documentation relevant to the services we provide to you may include:

2.2.1. Passport

2.2.2. Driver's licence

2.2.3. National identity card (if applicable)

2.2.4. Utility bills

2.2.5. Source of funds confirmation

2.2.6. Other documents or information we consider necessary to conduct KYC procedures.

2.3. **Actions You Take:** We collect information about the actions you take when using the Services. This includes Products you trade with us, historical data about the trades and investments you have made, and your preferences for certain types of products and services.

2.4. **Other Information:** You may choose to provide other information directly to us. For example, we may collect information when you request customer support or otherwise communicate with us. You may provide us with information about your email to receive mailings and to confirm transactions.

2.5. **Financial Information:** This may include Bank account details, tax identification numbers, e-wallets account details, FATCA declaration (self-certification form), transaction history (withdrawals/deposits), and trading history (Account ID, Net deposits (first time), most traded symbols), etc.

## 3. How We Use Cookies

3.1. Our website uses cookies to distinguish you from other users of our website. This helps us provide you with a good experience when you browse our website and also allows us to improve our site.

3.2. By visiting the TagorTrade website, you are agreeing that we may use cookies for the purposes set out above.

3.3. You can find out more about TagorTrade use of Cookies in our Cookie Policy available on our Website.

## 4. How We May Use Your Personal Information

4.1. We use information held about you in the following ways:

- 4.1.1. To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products, and services that you request from us.
- 4.1.2. To provide secure servers with encryption and access controls.
- 4.1.3. To conduct trading, communication, and electronic verification.
- 4.1.4. To provide you with information about other products and services we offer that are similar to those that you have already purchased or inquired about.
- 4.1.5. To notify you about changes to our service.
- 4.1.6. To ensure that content on our website is presented in the most effective manner for you and for your computer.
- 4.1.7. To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- 4.1.8. To allow you to participate in interactive features of our service when you choose to do so.
- 4.1.9. To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.
- 4.1.10. To make suggestions and recommendations to you and other users of our site about features or services that may interest you or them.

## 5. Disclosure of Your Personal Information

5.1. You agree that we have the right to share your personal information with:

- 5.1.2. Service providers and specialist advisers who have been contracted to provide us with services such as administrative, IT, analytics, and online marketing optimization, financial, regulatory, compliance, insurance, research, or other services.
- 5.1.3. Payment service providers and banks that process your transactions.
- 5.1.4. Courts, tribunals, and applicable regulatory authorities as agreed or authorized by law or our agreement with you.
- 5.1.5. Government bodies and law enforcement agencies wherever and whenever required by law and in response to other legal and regulatory requests.

5.2. We engage service providers to perform functions and provide services to us. For example, we share your payment information with payment service providers to process payments, prevent, detect, and investigate fraud or other prohibited activities, facilitate dispute resolution such as chargebacks or refunds, and for other purposes associated with the acceptance of credit and debit cards.

5.3. We may share specific aggregated, non-personal information with third parties, such as the number of users who have registered with us, the volume and pattern of traffic to and within the website, etc. That information will not identify you, the individual, in any way.

5.4. When you send us messages, we can keep them for the administration of your inquiries, for the improvement of our services. We shall not transfer information from such messages to third parties.

## 6. How We Store Your Personal Data

6.1. We hold personal information in Secure servers with encryption and access controls. We take steps to protect the personal information we hold from misuse, loss, unauthorized access, modification, or disclosure.

6.2. We conduct regular data backups, deploy firewalls, and use virus scanning tools to protect against unauthorized access to our systems.

6.3. We apply data encryption technologies during data transmission across networks or electronic devices.

6.4. When we deem that personal information is no longer needed, we will remove any details that identify you or securely destroy the records.

6.5. However, we may need to maintain records for a significant period, as required by investment services and anti-money laundering laws. These laws mandate the retention of copies and evidence of actions taken in regard to your identity verification, sources of income and wealth, monitoring of transactions, telephone, chat, and email communications, orders and trade history, handling of complaints, and records demonstrating compliance with regulatory codes of conduct. These records must be maintained for a period of five years after our business relationship with you has ended, or longer if requested by our regulators.

6.6. Personal data provided by you as a prospective client during account opening registration, in case the registration was never completed or your account opening application was rejected, will be maintained for six months unless there is a regulatory reason requiring us to keep it for a longer period.

6.7. Where you have opted out of receiving marketing communications, we will hold your details on our suppression list to ensure you do not receive these communications.

6.8. The data collected from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

## 7. How We Protect Your Personal Data

7.1. We conduct regular security audits and updates to ensure the integrity of our systems.

7.2. We provide ongoing employee training on data protection practices to enhance awareness and adherence to security protocols.

7.3. We are committed to safeguarding and protecting personal data by implementing and maintaining appropriate technical and organizational measures. These measures ensure a level of security appropriate to protect any personal data provided to us from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to personal data transmitted, stored, or otherwise processed.

7.4. We offer the following safety measures regarding the protection of Your Personal Identification ("PI"):

7.4.1. Evaluation of the effectiveness of security measures used before the launch of the website and its updates.

7.4.2. Establishment of rules for access to personal data processed by the website, including ensuring registration and recording of all actions performed with PI in the information systems of the website.

7.4.3. Detection of unauthorized access to PI and the adoption of appropriate response measures.

## 8. Your Data Privacy Rights

8.1. Under the applicable regulatory framework, your data subject rights include the following:

8.1.1. Your right to be informed — You have the right to be informed as to whether we hold any personal data and can request a copy of this information.

8.1.2. Your right of access — You have the right to ask us for copies of your personal information.

8.1.3. Your right to rectification — You have the right to ask us to rectify personal information you believe is inaccurate. You also have the right to ask us to complete information you believe is incomplete.

8.2. Please complete the personal data request by email using the registered email address you disclosed to us, to the following email address: [support@tagortrade.com](mailto:support@tagortrade.com).

8.3. We aim to respond to all requests within 7 (seven) business days. Occasionally, it may take us longer if your request is particularly complex or if you have made multiple requests.

8.4. We may charge you a reasonable fee if a request is manifestly unfounded, excessive, or repetitive, or if we receive a request for further copies of the same data. In such cases, we will send you a fee request which you must accept prior to us processing your request. Alternatively, we may refuse to comply with your request under these circumstances.

## 9. Changes to Our Privacy Policy

9.1. TagorTrade reserves the right to amend this Policy from time to time. In the event of a material change to this statement, we will inform clients by publishing an updated version of this Policy on our website. The latest and prevailing version of the Privacy Policy will, at all times, be available at [www.tagortrade.com](http://www.tagortrade.com).

9.2. TagorTrade reserves the right to amend this Policy from time to time. For any material changes in the Privacy Policy, we may also notify you via an email to the email address associated with your account. The latest and prevailing version of the Privacy Policy will, at all times, be available at [www.tagortrade.com](http://www.tagortrade.com).

## 10. Contacting Us

10.1. If you have any questions about this Privacy Policy, please feel free to contact us or write to us at the following email address: [support@tagortrade.com](mailto:support@tagortrade.com).