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PRIVACY POLICIES

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## PRIVACY POLICY

### 1. Introduction

This Privacy Policy governs the collection, use, and disclosure of personal information by True Trade Pro Ltd. ("Company"). It applies to all entities under the Company's umbrella and outlines how we gather, maintain, utilize, and protect personal information pertaining to our clients and visitors. This Policy is relevant to both existing and potential clients, as well as all visitors to the Company's website. We are dedicated to protecting the privacy of your personal data and ensuring that your information is handled in accordance with applicable data protection laws.

### 2. Collection of Personal Data

The Company is committed to collecting and processing your personal data in compliance with global data protection standards. We may collect personal information when you:

- Complete an online application for an account (live or demo).
- Participate in promotions, surveys, or any other offers promoted by the Company.
- Engage with our services through our website.

#### 2.1 Types of Personal Data Collected

The types of personal data we collect may include, but are not limited to:

- **Personal Information:** This includes your name, address, phone number, email address, and any other contact details that you provide to us.
- **Financial Information:** We may collect data regarding your estimated annual income, net worth, trading experience, investment objectives, and other financial details necessary for assessing your suitability for our services.
- **Verification Documents:** To comply with legal and regulatory requirements, we may collect identification documents (such as passports or national ID cards), utility bills, and business registration certificates.
- **Technical Data:** This includes your IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system, and platform, as well as information about your visit, including the full Uniform Resource Locators (URLs), clickstream to, through, and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, and page interaction information.

### 3. Use of Personal Data

Your personal information may be utilized for one or more of the following purposes:

- **Identity Verification:** To confirm your identity and ensure that you are eligible to use our services.
- **Profile Maintenance:** To maintain and update your personal profile and preferences to provide personalized services.
- **Service Suitability Assessment:** To evaluate your suitability for our products and services, ensuring that we meet your needs effectively.
- **Service Provision:** To provide the services you have requested, including processing transactions and delivering transaction-related services such as confirmations and statements.
- **Communication:** To inform you about products or services that may be of interest to you based on your usage patterns and preferences.
- **Updates and Notifications:** To keep you updated on relevant issues affecting your business relationship with us, including changes in our policies or services.
- **Website Customization:** To customize and enhance the website experience to better meet your needs and preferences, including tailoring content and advertisements.
- **Statistical Analysis:** To analyze statistical data for improving our services and offerings, helping us to understand how clients interact with our website.
- **Account Administration:** To administer your account, monitor its activity, and assess credit limits, related fees, and other charges applicable to your account.
- **Marketing:** To share your personal data with third parties for marketing purposes, subject to your prior written consent.

### 3.1 Retention of Personal Data

In compliance with legal requirements, the Company will retain your personal data for a minimum of five (5) years from the date of your last transaction or until the termination of our business relationship, whichever is applicable. After this period, your data will be securely deleted or anonymized to ensure your privacy.

### 3.2 Data Minimization

We are committed to data minimization principles, meaning we will only collect personal data that is necessary for the purposes outlined in this Privacy Policy. We will not retain your personal data longer than necessary for these purposes.

## 4. Disclosure of Personal Data

The Company may be required to disclose your personal data to regulatory authorities and governmental entities as mandated by law. Your personal data may also be disclosed without prior notice in the following circumstances:

- a. **Legal Compliance:** To protect our rights or comply with legal proceedings.
- b. **Fraud Prevention:** To prevent potential fraud or unauthorized activities.

- c. **Legal Processes:** To comply with legal processes served to the Company, such as subpoenas or search warrants.
- d. **Safety and Security:** To safeguard the rights and safety of the Company, its employees, clients, or the public.
- e. **Urgent Circumstances:** To act in urgent circumstances to protect user safety or the public interest.

#### 4.1 Sharing Personal Data with Third Parties

The Company may share your personal data with:

- **Service Providers:** Brokers, partners, and other third-party service providers who process data on our behalf, strictly for the purposes outlined in this Privacy Policy.
- **Mailing and Delivery Services:** Companies assisting in delivering services or products.
- **Financial Institutions:** Entities that the Company collaborates with to provide requested services.
- **Regulatory Authorities:** Any organization or authority legally entitled to receive such information.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal data may be transferred as part of that transaction, and we will provide notice before your personal data is transferred and becomes subject to a different privacy policy.

## 5. Your Rights

You have the right to decline the provision of personal data requested by the Company. However, failure to provide such information may prevent the Company from opening your account or offering certain services.

#### 5.1 Rights to Access and Rectification

You have the right to request access to your personal data and to inform the Company of any inaccuracies. You have the right to:

- **Access:** Request a copy of the personal data we hold about you.
- **Rectification:** Request the correction of any inaccuracies in your personal data.
- **Erasure:** Request the deletion of your personal data, where applicable.
- **Object:** Object to the processing of your personal data in certain circumstances.
- **Withdraw Consent:** Withdraw your consent at any time where we rely on your consent to process your personal data.

Requests for changes or deletions can be made by contacting us at [support@ttprofx.com](mailto:support@ttprofx.com). We will respond to your request in accordance with applicable laws.

## 6. Consent

By accessing and using this website, you consent to the collection, maintenance, use, and disclosure of your personal data by the Company in accordance with this Privacy Policy. If you do not agree to this Privacy Policy, please do not use our website or services.

## 7. Links to Other Websites

This Privacy Policy applies solely to our website and does not cover external websites linked from our site. We encourage you to review the privacy policies of those external sites to understand their data handling practices. The Company is not responsible for the content or practices of these external sites.

## 8. Cookies

The Company uses cookies to collect information about your interactions with our website and services. Cookies are small pieces of data stored on your device that help enhance your user experience.

### 8.1 Types of Cookies Used

- **Essential Cookies:** Necessary for the website to function properly and cannot be disabled.
- **Performance Cookies:** Help us understand how visitors interact with our website, providing insights on areas to improve.
- **Functional Cookies:** Enable the website to remember your preferences and improve functionality.
- **Targeting Cookies:** Used for advertising purposes to deliver relevant advertisements to you.

If you prefer not to receive cookies, you can modify your browser settings to refuse cookies; however, this may affect your experience on our website and the functionality of our services.

## 9. Security of Personal Data

The Company employs robust security measures to protect your personal data from unauthorized access, theft, loss, or misuse. Access to personal data is limited to authorized personnel who require it to fulfill their job responsibilities. We utilize encryption, firewalls, and secure servers to safeguard your information and maintain its confidentiality.

### 9.1 Data Breach Protocol

In the unlikely event of a data breach, we have implemented protocols to identify, respond to, and mitigate any unauthorized access to personal data. We will notify you and the appropriate regulatory authorities in accordance with legal requirements if your personal data has been compromised.

## 10. Amendments to Policy

The Company reserves the right to amend this Privacy Policy at any time. We will notify you of any significant changes by posting an updated version on our website. It is your responsibility to review this Privacy Policy regularly. Continued use of the site after any changes indicates your acceptance of the revised terms.

## 10.1 Notification of Changes

In the event of material changes, we may provide additional notifications through email or prominent notices on our website, ensuring you are aware of how your personal information may be used.