

## True Trade Pro LTD Privacy Policy

**Effective Date: May 2023**

True Trade Pro LTD ("True Trade," "we," "us," or "our") is committed to safeguarding the privacy of our clients and website visitors ("you" or "your"). This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with the Malaysian Personal Data Protection Act 2010 ("PDPA") and other applicable laws and regulations.

### Information We Collect:

We collect personal information through various means, including:

- **Account Onboarding:** When you apply for an account, we gather personal details to assess your eligibility and comply with regulations. This includes identification, contact, and financial information.
- **Website Usage:** We automatically collect certain information when you visit our website, such as IP address, browser type, and pages viewed.
- **Communications:** Information from your interactions with us, such as emails, phone calls, and online chats, including inquiries and feedback.

### Use of Your Information:

We utilize your personal information for legitimate business purposes, including:

- **Account Management:** Processing account applications, verifying identities, and managing account activities.
- **Client Suitability Assessment:** Assessing suitability for our products/services, in line with regulatory requirements.
- **Compliance:** Meeting legal obligations, including anti-money laundering (AML) and know-your-customer (KYC) regulations.
- **Customer Service:** Providing support, responding to inquiries, and communicating important updates.
- **Website Personalization:** Tailoring website experiences and content to your preferences.
- **Risk Management:** Preventing fraud and managing risk.

### Sharing of Your Information:

We may share your information with third-party service providers, including technology firms, professional service providers, and regulatory authorities. These parties are bound by confidentiality agreements and are required to maintain the security of your information.

### Security:

We employ technical and organizational measures to safeguard your information from unauthorized access, disclosure, or alteration. Despite our efforts, we cannot guarantee absolute security.

### Your Rights:

Under the PDPA, you have rights concerning your personal information, including access, correction, objection, and erasure. To exercise these rights, please contact us at [support@ttprofx.com](mailto:support@ttprofx.com).

**Children's Privacy:**

Our website is not intended for individuals under 18 years old, and we do not knowingly collect their personal information. If you believe your child has provided us with information, please contact us.

**Links to Other Websites:**

We may link to external websites whose privacy practices we do not control. We encourage you to review the privacy policies of these sites.

**Changes to this Privacy Policy:**

We may update this policy periodically, with changes posted on our website. Material changes will be communicated via email.

**Contact Us:**

If you have any questions or concerns regarding this Privacy Policy, please contact us at [support@ttprofx.com](mailto:support@ttprofx.com).