



## Privacy Policy

### Introduction

DuraMarkets Ltd ("we", "us", "our", "Company") with registered number HT00224018 and licensed by the Mwali International Services Authority, Island of Mohéli as an International Brokerage and Clearing House under License number BFX2024032 is committed to protecting the privacy and security of your personal information. This privacy policy outlines how we collect, use, secure, and protect your information.

We collect personal information from our clients and prospective clients to deliver our products and services effectively and ensure we meet their specific needs. We regularly review our Privacy Policy to reflect new obligations, advancements in technology, adjustments to how we conduct our business, and to stay current with evolving regulatory standards. Any personal information we hold is subject to our most recent Privacy Policy.

### Information gathered from you

To begin the account opening process with us, you need to fill out and submit a registration form containing the necessary details. This form requires you to disclose personal information, which allows the Company to evaluate your registration and adhere to applicable rules and regulations. Additionally, the information provided may be used by the Company to update you about its services.

Here is the information we may collect from you:

- 1. Details Provided During Registration:** This includes your name, email address, and any other contact information required.
- 2. Personal Information:** Such as your date of birth, gender, and nationality, which are necessary for identity verification and regulatory compliance.
- 3. Data Entered While Using Our Services:** Information you input while utilizing our website's features and services.
- 4. Account-Related Information:** Including balances in your trading account, transaction history, inquiries made, and our corresponding responses.

5. **Usage Data:** Information about when and how frequently you access our website, as well as the conditions under which you access it.

6. **Additional Personal Information:** Any other details voluntarily provided by you that may be relevant to our services or required by regulations.

### **Ways in which we utilize the personal information we gather**

We utilize personal information to ensure high-quality service and security. For instance, the data we gather helps verify your identity and contact details. This information is also used to establish and configure your trading account, assign an account number and a password, track account activity, and communicate important account-related information to you. These efforts enable us to enhance our services, personalize your browsing experience, and inform you about relevant products, services, or promotions.

Additionally, we may use your Personal Information (alongside other information) for various purposes, including managing our website and operations, facilitating your use of available services, customizing content to align with your interests, sending email notifications, ensuring website security and fraud prevention, verifying compliance with terms and conditions, maintaining the integrity of information and services offered on the website, and other related uses.

### **Ensuring the confidentiality of your personal information and safeguarding your privacy**

The Company values the privacy of all users visiting its website and is committed to taking reasonable steps to protect the personal data of clients, prospective clients, applicants, and visitors. Personal data of clients and prospective clients is managed in accordance with relevant data protection laws and regulations.

We have implemented appropriate technological and administrative measures to ensure the security of your information at all times. Privacy breaches are taken seriously, and we enforce appropriate disciplinary actions, including dismissal if necessary.

When you register as a user on the Company's website or for its services, the personal information you provide is considered registered information and is protected through various means. Access to your registered information in the Client Area requires a username and password chosen by you. It is your responsibility to maintain the confidentiality of your password and ensure it is not shared with others.

Although transmitting information over the internet is not completely secure, the Company implements extensive measures to safeguard your personal data. Upon receiving your information, we utilize procedures and security features to prevent unauthorized access.

### **How long your personal information will be stored with us**

We retain your personal information as long as necessary for maintaining your active account, providing services/products, and fulfilling contractual obligations. After this period, we keep your data to address

any inquiries or complaints. Our retention policies comply with legal obligations. Once no longer needed, we securely delete or anonymize your personal information.

## **Cookies**

We utilize cookies to help secure your trading activities and improve the performance of our website. Cookies are small text files sent from the web server to your computer. The cookies we use do not include any personal information, account details, or passwords. Their purpose is simply to enable the website to recognize that a page request is coming from a logged-in user. Each time your browser requests a page, it sends back an identifier (a string of numbers and letters stored in cookies) to the server.

## **Changes and modifications to this policy**

Periodically, we review our Privacy Policy to incorporate new laws and technologies, adapt to operational and procedural changes, and ensure it aligns with evolving conditions.

If we make revisions to our Privacy Policy, we will update it here and in other suitable locations to ensure you are informed about the information we collect, how we use it, and when we disclose it, if necessary.

## **Contact information**

We aim to fulfill all client requirements. If you have any concerns or require assistance, please reach out to our compliance team at [compliance@duramarkets.com](mailto:compliance@duramarkets.com)