



Privacy Policy

Policy and Procedure

updated: 01/07/2026

1. INTRODUCTION

FIFO MARKETS LIMITED ("we," "our," "us") is a financial brokerage firm committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, disclose, transfer, store, and protect personal information obtained through our website, mobile applications, client portals, and any other digital platforms we operate (collectively, the "Services"), as well as in the course of providing our brokerage and financial services.

We are bound by applicable data protection laws and regulations of global standards and regulation and licensing jurisdictions the company is subject to.

This Privacy Policy applies to all activities of the Company and covers all external counterparties, including suppliers, consultants, contractors, advisors, and other third parties with whom we interact.

By using our Services, you agree to the collection and use of information in accordance with this Privacy Policy.

2. INFORMATION WE COLLECT

2.1 Personal Information You Provide Directly

We collect personal information that you voluntarily provide to us when you:

- Open a trading or brokerage account
- Apply for financial products or services
- Complete online forms or applications
- Communicate with us via email, phone, or chat
- Subscribe to our newsletters or marketing communications
- Participate in surveys or promotions
- Request customer support

Types of personal information we may collect include:

- **Identity Data:** Full name, date of birth, government-issued identification numbers (e.g., Social Security Number, passport number, driver's license), nationality, and citizenship status
- **Contact Data:** Email address, postal address, telephone numbers, and mobile numbers
- **Financial Data:** Bank account details, payment card information, income and asset information, investment experience and objectives, trading history, and account balances
- **Employment Data:** Employment status, occupation, employer name, and professional affiliations

- **Verification Data:** Information required for Know Your Customer (KYC) and Anti-Money Laundering (AML) compliance, including source of funds and source of wealth

2.2 Information Collected Automatically

When you visit our website or use our Services, we automatically collect certain information:

- **Technical Data:** IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and device information
- **Usage Data:** Pages visited, time spent on pages, clickstream data, navigation patterns, and referral URLs
- **Cookies and Tracking Technologies:** We use cookies, web beacons, pixel tags, and similar technologies to enhance your experience, analyse usage, and deliver targeted content

2.3 Information from Third Parties

We may receive personal information about you from:

- Our affiliated companies and subsidiaries
- Credit reporting agencies and identity verification services
- Financial institutions and clearing houses
- Regulatory and government authorities
- Publicly available sources
- Third-party service providers assisting with KYC/AML compliance

3. HOW WE USE YOUR INFORMATION

We use your personal information for the following purposes:

3.1 Provision of Services

- Opening, maintaining, and administering your brokerage accounts
- Processing transactions, trades, and payments
- Executing your investment instructions
- Providing customer support and responding to inquiries
- Communicating with you about your account and transactions

3.2 Compliance and Legal Obligations

- Complying with KYC, AML, and counter-terrorism financing regulations
- Meeting reporting requirements to regulatory authorities
- Detecting, investigating, and preventing fraud and financial crime
- Complying with court orders, subpoenas, and legal processes

- Enforcing our terms and conditions

3.3 Business Operations

- Improving our website, products, and services
- Analyzing usage patterns and market trends
- Conducting risk assessment and management
- Developing new products and services

3.4 Marketing and Communications

- Sending you promotional materials, newsletters, and product updates (where you have consented or where permitted by law)
- Personalizing your experience and delivering relevant content
- Conducting market research and surveys

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason that is compatible with the original purpose.

4. LEGAL BASIS FOR PROCESSING (GDPR)

For individuals located in the European Economic Area (EEA) or the United Kingdom, we rely on the following legal bases for processing your personal data:

Purpose	Legal Basis
Account opening and service provision	Performance of a contract with you
Regulatory compliance	Compliance with legal obligations
Fraud prevention and security	Legitimate interests
Marketing (with consent)	Your consent
Business analytics and improvement	Legitimate interests

You have the right to withdraw consent at any time where we rely on consent to process your personal data.

5. DISCLOSURE OF YOUR INFORMATION

We may share your personal information with the following categories of recipients:

5.1 Affiliated Companies

We may share information with our subsidiaries, affiliates, and holding companies for business and operational purposes, subject to applicable laws.

5.2 Service Providers and Business Partners

We engage third-party service providers to perform functions on our behalf, including:

- Clearing and custody services
- Payment processing and banking services
- Identity verification and KYC/AML screening
- Technology and IT support
- Marketing and communication services
- Legal, accounting, and auditing services

Our service providers are obligated to keep your personal information confidential and to use it only to provide services specified by us.

5.3 Regulatory and Government Authorities

We may disclose personal information to regulatory bodies, law enforcement agencies, courts, and government authorities:

- As required by law or legal process
- To comply with regulatory reporting obligations
- To respond to lawful requests from public authorities
- To protect our rights, property, or safety, or that of our clients or others

5.4 Business Transfers

In the event of a merger, acquisition, reorganization, sale of assets, or bankruptcy, your personal information may be transferred as part of the transaction. We will notify you of any such change in ownership or control.

5.5 With Your Consent

We may disclose your personal information to third parties when we have obtained your explicit consent to do so.

We do not sell your personal information to third parties for their own marketing purposes.

6. DATA SECURITY

We maintain robust physical, electronic, and procedural safeguards designed to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction.

Our security measures include:

- **Encryption:** Industry-standard encryption protocols for data transmission and storage

- **Access Controls:** Restricting access to personal information to employees, registered representatives, and service providers who require it for legitimate business purposes
- **Firewalls and Intrusion Detection:** Advanced network security systems to prevent unauthorized access
- **Employee Training:** Regular training on data protection and privacy practices
- **Incident Response:** Established procedures for detecting, responding to, and recovering from security incidents
- **Third-Party Oversight:** Requiring our service providers to maintain appropriate security measures

While we implement stringent security measures, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security but are committed to using commercially reasonable efforts to protect your information.

7. DATA RETENTION

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, accounting, or reporting requirements.

Retention periods may include:

- **Active Accounts:** For the duration of your relationship with us and for a period thereafter as required by law
- **Regulatory Records:** As required by applicable securities and financial regulations (typically 5-7 years or longer)
- **Transaction Records:** For the period required by tax and financial reporting laws
- **Marketing Data:** Until you withdraw consent or unsubscribe

When personal information is no longer required, we will securely delete or anonymize it.

8. YOUR RIGHTS

Depending on your jurisdiction, you may have the following rights regarding your personal information:

8.1 Rights Under GDPR (EEA and UK Residents)

- **Right to Access:** Request access to your personal data and obtain a copy
- **Right to Rectification:** Request correction of inaccurate or incomplete data
- **Right to Erasure ("Right to be Forgotten"):** Request deletion of your personal data, subject to legal limitations
- **Right to Restrict Processing:** Request restriction of processing in certain circumstances

- **Right to Data Portability:** Request transfer of your data to another organization in a structured, commonly used format
- **Right to Object:** Object to processing based on legitimate interests or for direct marketing
- **Right to Withdraw Consent:** Withdraw consent at any time where processing is based on consent

8.2 Rights Under International Standard

- **Right to Know:** Request disclosure of categories and specific pieces of personal information collected, used, disclosed, or sold over the past 12 months
- **Right to Delete:** Request deletion of personal information, subject to exceptions
- **Right to Opt-Out:** Opt-out of the sale or sharing of personal information (we do not sell personal information)
- **Right to Correct:** Request correction of inaccurate personal information
- **Right to Non-Discrimination:** Not be discriminated against for exercising your privacy rights

8.3 How to Exercise Your Rights

To exercise any of these rights, please contact us using the details provided in Section 14. We may need to verify your identity before processing your request, which may require providing additional information to confirm your identity.

We will respond to verified requests within the timeframes required by applicable law typically 60 days.

9. COOKIES AND TRACKING TECHNOLOGIES

We use cookies and similar tracking technologies to enhance your browsing experience, analyze website traffic, and personalize content.

9.1 Types of Cookies We Use

Type	Purpose
Essential Cookies	Necessary for website functionality and security
Performance/Analytics Cookies	Analyze how you use our website to improve performance
Functional Cookies	Remember your preferences and settings

Type	Purpose
Targeting/Advertising Cookies	Deliver relevant advertisements and measure campaign effectiveness

9.2 Your Cookie Choices

You can control cookies through your browser settings. Most browsers allow you to:

- View and delete cookies
- Block third-party cookies
- Block all cookies
- Receive notifications when cookies are set

Please note that disabling certain cookies may affect the functionality of our website.

For more detailed information about our use of cookies, please refer to our separate Cookie Policy.

10. INTERNATIONAL DATA TRANSFERS

As a global financial brokerage firm, we may transfer your personal information to countries outside your country of residence, including to countries that may not provide the same level of data protection as your home jurisdiction.

When we transfer personal information internationally, we ensure appropriate safeguards are in place, including:

- **Standard Contractual Clauses:** Approved by the European Commission for data transfers
- **Adequacy Decisions:** Transfers to countries recognized as providing adequate protection
- **Other Legal Mechanisms:** As required by applicable data protection laws

You may request more information about the safeguards we have implemented for international data transfers by contacting us.

11. CHILDREN'S PRIVACY

Our Services are not directed at individuals under the age of 18. We do not knowingly collect personal information from minors. If you are a parent or guardian and believe your child has provided us with personal information, please contact us immediately so we can take appropriate action.

12. THIRD-PARTY LINKS

Our website may contain links to third-party websites, applications, or services that are not operated or controlled by us. This Privacy Policy does not apply to such third-party platforms. We encourage you to review the privacy policies of any third-party sites you visit.

We are not responsible for the privacy practices, content, or security of any third-party websites.

13. CHANGES TO THIS PRIVACY POLICY

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated policy on our website.

We will notify you of material changes by:

- Posting a prominent notice on our website
- Sending an email notification to the address associated with your account
- Updating the "Last Updated" date at the top of this Privacy Policy

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

14. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at:

Privacy Officer

Compliance Officer

Email: compliance@fifomarkets.com

Phone: +4144 707 96 50

Website: www.fifomarkets.com

15. COMPLAINTS

If you are unsatisfied with our response to your privacy concern, you may have the right to lodge a complaint with the relevant data protection supervisory authority in your jurisdiction: