

## **Privacy Policy**

This Privacy Policy Statement outlines how we manage and protect the personal information you give us and hold about our customers ("The Policy"). By visiting our website and using our services your agreement to this Policy is implied.

This Policy will be reviewed from time to time to take account of changes to our operations or practices and, further, to make sure it remains appropriate to any changes in law, technology and the business environment. Any information held will be governed by our most current Policy.

### **What information do we collect?**

You supply us with your personal information through the account application process, which we are required to retain. We also maintain information as a result of your trading activity, website usage and cookie policy (see below).

When you visit our website or use our services, we may also log your IP address, a unique identifier for your computer or other access device (such as an iPad or iPhone).

For quality and control purposes, we may monitor and record communications with you. Generally, this information is obtained when you agree to register as a customer and use our services.

The cookie permission settings in your web browser implies consent to our cookie policy.

### **Purposes of use of personal data**

We use information about you in the following ways:

We use your personal details and information obtained from other sources for the purpose of satisfying regulatory and legal requirements, for marketing, administration and customer services, to ensure that the content and services that we offer are tailored to your needs and interests. We keep your information for a reasonable period for these purposes. We may need to share your information with our service providers and agents. Generally, we require that third party organizations who handle or obtain personal information as service providers acknowledge its confidentiality and undertake to respect an individual's right to privacy and comply with Data Protection principles including this Policy.

We or agents acting on our behalf may:

- perform identity, money laundering and fraud prevention checks and may pass your details onto other group companies and other organizations (including law enforcement agencies) involved in fraud prevention and detection who may use your information in the same way;
- investigate your credit standing and in doing so may contact banks, financial institutions and credit reference agencies.

We may use the information you provide us to send you SMS or email communications for you to view, this includes, but is not limited to, margin calls or other information.

By providing us with your personal information you consent to our processing your personal data for the above purposes.

### **Use of cookies**

We may obtain information about you by accessing cookies (text files which are stored by your computer or other access device) when you visit our website or use our services. Cookies store small pieces of information, such as names and email addresses.

We use functionality cookies to analyze how visitors use our website and to monitor website performance and function. This allows us to provide a high quality customer experience by quickly identifying and fixing any issues that arise. For example, we might use performance cookies to keep track of which pages are most popular and which method of linking between website pages is most effective.

You can delete cookies any time you want by using the settings in your web browser. You can also use your web browser to disable cookies, although this and other websites may not function properly if you do this and you may not be able to sign in.

### **Disclaimer**

The Company, its affiliates and third party service providers take appropriate measures to ensure that the information you disclose to us is secure, accurate, up to date and kept only for so long as is necessary for the purposes stated.

However, you must be aware that the Company and our affiliates and third party service providers accept no responsibility or liability for the security of your personal data.

### **When and how to contact us**

If your personal details change, if you have any queries about how we use your information, please notify us by contacting us at: [info@telentico.io](mailto:info@telentico.io).

Please notify us of any changes of address or any other personal information to enable us to maintain a correct record.