

**PRIVACY POLICY**  
**Version 1.2**  
**OCTA MARKETS CYPRUS LTD**

Octa Markets Cyprus Ltd is licensed and regulated by the Cyprus Securities and Exchange Commission (CySEC), with License Number 372/18

Registered office: 1, Agias Zonis and Thessalonikis Corner, Nicolaou Pentadromos Center, Block: B',  
Office: 201, 3026, Limassol, Cyprus

Website: [www.octaeu.com](http://www.octaeu.com), Email: [clientsupport@octaeu.com](mailto:clientsupport@octaeu.com), Phone: +35725251973

## A. INTRODUCTION

Octa Markets Cyprus Limited (hereinafter the “**Company**”) has established, implemented, and maintains an effective Privacy Policy (hereinafter the “**Policy**”) in line with the General Data Protection Regulation (EU) 2016/679 (hereinafter the “**GDPR**”), and the relevant Personal Data Protection Laws and Regulations of the EU and the Republic of Cyprus. The Policy provides information on the procedures regarding the collection, use, storage, and disclosure of the Personal Data and the Clients’ rights in relation to the Personal Data provided by them. The Company collects, uses, stores, and is responsible for certain Personal Data about its Clients, under the GDPR, which applies across the European Union and is responsible as the controller of the Personal Data. The protection of privacy and the safeguarding of the Company’s Clients’ personal and financial information is of great importance to the Company.

The GDPR states that the Personal Data of the Client held by the Company shall be:

- Used lawfully, fairly, and in a transparent way;
- Collected only for valid purposes that the Company clearly explained to the Client and not used in any way that is incompatible with those purposes;
- Relevant to the purposes the Company has already informed the Client about and limited only to those purposes;
- Accurate and kept up to date;
- Kept only as long as necessary for the purposes the Company has informed the Client about; and
- Kept securely.

The Company requires the Client to disclose his/her Personal Data to it in order to provide its services. When registering for a trading account (live and/or demo), the Client is required to provide the Company with his/her Personal Data that will be collected, stored, and used for administrative, service related, and/or legal purposes. The Company will collect the absolutely necessary Personal Data to administer its business and carry out its activities, although the Company reserves the right to request more information when deems necessary and it is the Client's obligation to provide any additional data. In case where the Client refuses and/or is unwilling to provide any requested data, the Company reserves the right, within a reasonable timeframe, to refuse the provision of its services and/or temporarily or permanently close the trading account(s). The Company is responsible for the protection of the privacy and the safeguarding of Clients’ Personal Data and financial information. By opening an account or establishing a business relationship with the Company, the Client gives his/her consent to such collection, processing, storage, and use of the Personal Data by the Company. The Company respects the privacy of its Clients, understands its importance, and maintains Personal Data, trusted and confidential information provided by its Clients as one of its highest priorities. The Company is committed to maintain the confidentiality, integrity, and security of the Personal Data in relation to current and prospective Clients by respecting their right to keep their Personal Data confidential. The Policy clearly explains how the Company collects, processes, stores and protects Clients’ information. Each entity that collects or receives Clients’ data under the Privacy Policy does so as a data controller. Any employee of the Company may use and share within the Company the information the Client provides and other information it holds about the Client for the purposes set out in the Policy, applying appropriate security measures to keep the Client’s information safe and secure. As a rule, the Company refrains from any type of disclosure of Personal Data and/or non-public information when such disclosure is not directly linked to provision of services to its Clients.

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The Company collects the necessary information required to open a Client's account, establish a business relationship, and provide Clients with the services they require.

The purpose of the Policy is to explain the Clients:

- what Personal Data of the Client the Company collects;
- how the Company uses the Client's Personal Data;
- how, with whom and when the Client's Personal Data is shared;
- the Client's rights concerning his/her Personal Data; and
- other useful privacy and security related matters.

When collecting, processing, and storing Personal Data provided by the Client, the Company is subject to the provisions of the GDPR and the relevant Personal Data Protection Laws and Regulations of the EU and the Republic of Cyprus.

## B. DEFINITIONS

**'Personal Data'** means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

**'processing'** means any operation or set of operations which is performed on the Personal Data or sets of the Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, transmission, disclosure, alignment or combination, restriction, erasure or destruction;

**'controller'** means a natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data; where the purposes and means of such processing are determined by the European Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law;

**'processor'** means a natural or legal person, public authority, agency, or other body that processes the Personal Data on behalf of the controller;

**'recipient'** means a natural or legal person, public authority, agency, or another body, to which the Personal Data are disclosed, whether a Third Party or not. However, public authorities which may receive Personal Data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with, the applicable data protection rules according to the purposes of the processing;

**'Third Party'** means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process Personal Data;

**'consent'** of the data subject means any freely given, specific, informed, and unambiguous indication of the data subject's wishes by which he/she, by a statement or by clear affirmative action, signifies agreement to the processing of Personal Data relating to him/her;

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**‘Personal Data breach’** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Data transmitted, stored, or otherwise processed.

### **C. COLLECTION OF PERSONAL DATA**

The purpose of collection of Personal Data from the Client by the Company is setting up a Client’s trading account (live and/or demo) for provision of different financial services to him/her by the Company. When completing the Company’s live or demo account opening application form at the Company’s website, [www.octaeu.com](http://www.octaeu.com) (the “Website”), the Company may collect Personal Data, including, but not limited to:

- name;
- address;
- date and place of birth;
- gender;
- email address;
- telephone number;
- IP address;
- tax identification number (TIN)/social insurance number;
- tax domicile;
- nationality;
- professional background;
- employment, profession, and income source;
- deposit/withdrawal method details;
- bank account/card details;
- trading knowledge and experience;
- professional knowledge and experience;
- proof of identity (POI) such as identification card (ID) and/or passport;
- proof of residence (POR) such as utility bills and bank statements;
- source of funds such as pay-slips and bank statements;
- financial sanctions and credit header information; and
- other Personal Data the Company requires to meet the Client’s needs and provide its services.

The Company requests certain ‘Know Your Customer’ (KYC) documentation in accordance with the Fourth (4th) and Fifth (5th) Anti-Money Laundering (AML) Directive (EU), as implemented by the Republic of Cyprus through the AML Legislation (Law No. 188(I)/2007), as in force and/or as this may be amended from time to time, which amongst other information which also includes the Personal Data. Further, the Company adheres to the regulations of the Office of the Commissioner of Personal Data Protection of the Republic of Cyprus & the GDPR as in force and/or as this may be amended from time to time. This is used by the Company to facilitate the evaluation of the Company’s application and complete the relevant KYC, AML, and appropriateness assessments as required under the laws and regulations applicable to the Company. The Company also uses this information for the purposes

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of communicating with its Clients, in order to send correspondence in relation to the services provided and to fulfill its regulatory and compliance obligations. The Company may collect details of the Client's e-mail at the moment when the Client fills them in on the Website's landing page to create an account but before the Client fully completes the registration process. The Company requests and acquires information on Personal Data and financial details to be provided by a current/prospective Client, either on, but not limited to, relevant agreements and questionnaires in order to identify the Client, create the economic profile of the Client, verify the Clients' identity, provide, deliver and develop products and services, assess the Client's appropriateness for the services and/or products offered by the Company, in order to service and maintain a Client's account process, Client's transactions, respond to relative and/or additional inquiries and/or clarifications, and to keep the Client updated on any Client business relationship, relative matter, and information on the Company's services and/or products. The Company may also collect information from the Client if the Client requires technical assistance or customer support. The Company collects information in relation to financial sanctions and credit header information in order to perform AML screening checks and to comply with other fraud detection policies. Screening checks may generate further information on credit history, criminal convictions, and/or political interests. As part of the Company's verification procedure which the Company performs in accordance with the requirements of the applicable laws and regulations, the Company also collects information necessary to verify the Client's identity, such as an identification card or passport. This information can also be obtained or verified by matching it with personal background information the Company receives about the Client from public records or other entities not affiliated with the Company.

Additional information the Company may collect:

The Company may (but not necessary shall) also collect the following information:

- location data and other IT communication data (including IP address and browser type) collected when the Client access and uses the Company's electronic trading platforms or websites;
- information about devices that the Client uses when accessing the Platforms including unique device identified;
- products the Client trades and their performance, including the amount invested;
- pages (including the Website and all of their inner pages/Landing pages/) visited and content viewed, links and buttons clicked, URLs visited before and after the Client visits our Website (the "Web Data"). For more information about cookies and how to manage them please read the Company's Cookies Policy here;
- Information about the anticipated and actual volume and value of the Client's transactions with the Company, payment methods and information provided in order to enable the construction of the Client's economic profile;
- the Client's telephone, email, SMS, or Live Chat conversations with the Company's customer support specialists;
- the Client's social media profile details (name, profile photo, and other information the Client makes available to the Company if any) when the Client connects with or contact the Company through a social media account; and
- information from third-party databases to comply with the Company's legal and regulatory obligations. This also includes background information the Company receives about the Client from public records or other entities not affiliated with the Company. The Company collects the necessary information required to open an account, transact and safeguard the Client's money and the Client's privacy and to provide the Client with the services the Client requires. To this end, the Company

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gathers information from the Client and may, in certain circumstances, gather information from relevant banks and/or credit agencies, and/or other sources (such as compliance verification databases and similar service providers) as legally and regulatory obliged.

For the purposes of the GDPR, the Company acts as both data controller and data processor in respect of the Personal Data that it collects from the Client. The legal basis that the Company relies on for processing the Client's data will depend upon the circumstances in which it is being collected and used, but will in most cases fall into one of the following categories:

- Where the Client has provided the required consent to allow the Company to use the Client's data in a certain way; or
- Where the processing is necessary to carry out the performance of a contract with the Client; or
- Where the processing is necessary for the Company to comply with a legal and/or regulatory obligation; or
- Where it is in the Company's legitimate interests to perform the Company's functions.

#### **D. HOW DOES THE COMPANY USE CLIENT'S PERSONAL DATA?**

The purposes of processing the Client's Personal Data Company are compliance with regulatory requirements and the provision of quality services to the Client. This information assists the Company to improve its services, and customising browsing experience, and enables it to inform its clients of additional products, services, or promotions relevant to Clients in this respect, the Client needs to provide his/her consent to the usage of this data for such purposes (see Appendix 1).

The Company processes the Client's Personal Data for the following purposes:

- i. **Account setup, verification, and management.** The Company uses the Personal Data such as the Client's name, ID/passport details, email address, phone number, and information about the Client's device to open and administer the Client's trading account (live and/or demo) with the Company, provide technical and customer support, verify the Client's identity, process payment information and send to the Client important information about the Client's account with the Company and the Company's services. This information is required for the purpose of complying with the laws and regulations applicable to the Company. To verify the Client's identity, age, and accuracy of the Client's registration details provided, the Company may disclose such information to Third Parties, e.g., financial institutions and third-party reference agencies and data verification service providers.
- ii. **Complaints.** The Company may also use such Personal Data to consider any concerns or complaints the Client may have and/or in the event this becomes necessary for the purposes of any legal action or claim that the Client or the Company may have against each other regarding the Company's services.
- iii. **Personalization.** Having obtained the Client's consent, the Company may use the Client's Personal Data, including but not limited to the professional background details and the account trading history to determine, deliver and/or suggest tailored solutions to the Client to personalize the Client's experience with the Company's services in line with the Client's background, prior exposure to financial markets and the Client's general experience intrading. This type of processing is necessary for the purposes of the Company's legitimate interests in developing, delivering, or presenting relevant personalized services and content to the Company's Clients.
- iv. **Marketing.** Subject to any preferences the Client have expressed (where applicable), the Company may use the Client's Personal Data, including but not limited to the Personal Data

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referred to in section C hereof, to deliver marketing and event communications to the Client across various platforms, such as social networks, email, telephone, text messaging, direct mail, online, or otherwise. The Company will do this either (i) until the Client withdraws his/her consent (or it ceases to be valid) or (ii) during the period of the Client's relationship with the Company and, unless specifically instructed otherwise by the Client, for a reasonable period of time after the relationship has ended in order to inform the Client about products, services, promotions and special offers which the Company thinks may be interesting to the Client. If the Company sends to the Client a marketing email or other marketing communication, it will include instructions on how to opt-out of receiving these marketing communications in future. The Client can opt-out of receiving this marketing communication by clicking "unsubscribe" button. The Client can also manage his/her information and update his/her marketing preferences in his live and/or demo account or by emailing [dpo@octaeu.com](mailto:dpo@octaeu.com). The Company shall require up to seventy-two (72) hours to process any changes the Client makes to his/her marketing preferences. The Company notes that even if the Client opts out of receiving marketing communications, the Company may still send to the Client other important information related to his/her account(s) with the Company and its services.

- v. **Risk Management.** In order to provide services to the Client and comply with the regulatory obligations, the Company shall process the Client's Personal Data as needed to evaluate and manage risks to the Company's business. Also, the Company may use Personal Data to help verify live and/or demo accounts and activity and to promote safety and security on its regulated services, such as investigating suspicious activity or violations of the Company's Legal Documents, policies, and procedures. The types of Personal Data that the Company may process for these purposes includes, but is not limited to, the Client's trading history and patterns (which may be required to identify and prevent abusive trading and other unlawful trading practices), the Client's name, ID/passport, and residence details.
- vi. **Diagnostics, research, and development.** The Company may use the Client's Personal Data for internal research and development purposes, to help diagnose system problems, to administer the Company's websites and ensure that its content is presented to the Client in the most effective manner and to improve its content, to improve and test the features and functions of the Company's services to its Clients, to develop new content, products, and services. Also, the Company may use the Client's Personal Data to communicate with the Client to provide products that may be of his/her interest, to manage and administer the products and services provided to the Client, and to keep the Client updated regarding any changes to the Company's services and relevant matters, as well as notify the Client regarding any updates of the Company's website. Further, to carry out testing, monitoring, and analysis in relation to the effectiveness of its services.
- vii. **Legal and regulatory obligations.** The Company may be required to use and retain Personal Data for legal and compliance reasons, such as the prevention, detection, or investigation of a crime, or fraud. The Company may also use the Personal Data to meet its internal and external audit requirements, information security purposes, and as the Company otherwise believe to be necessary or appropriate: (a) under applicable law, which may include laws outside the Client's country of residence; (b) to respond to requests from courts, law enforcement agencies, regulatory agencies, and other public and government authorities, which may include such authorities outside the Client's country of residence; and (c) to enforce the terms of the Agreement, or for the purposes of defending any claim the Client may have against the Company in connection with the Client's trading with the Company.

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- viii. **Other purposes.** The Company may be required to use and retain the Client's Personal Data for loss prevention or to protect the Client's rights, privacy, safety, or property, or those of other persons in accordance with the Company's legitimate interests.

#### **E. PERSONAL DATA – MARKETING OPT-OUT**

The Company uses Personal Data only as required to comply with regulatory requirements and/or provide quality service to its Clients. The Company will not provide the Client's Personal Data to other organizations for use in their own marketing activities without the Client's consent. The Company may market additional products, services, and promotions relevant to the Client and the products and services the Client requires if he/she has given consent to the Company to use data for such purposes. The processing of the Personal Data may involve its transfer outside of the European Economic Area (EEA) to third countries where the level of protection of the Personal Data is not as adequate as within the EEA. The Company will ensure that the transfer of the Personal Data to such third countries will only take place following the implementation of a transfer mechanism as prescribed by applicable legislation. If the Client does not wish to receive marketing and/or promotional information of this nature for any reason, please contact the Company at the following address: [dpo@octaeu.com](mailto:dpo@octaeu.com). The Company will still send important information to the Client about his/her account and the Company's service information.

#### **F. PROTECTION OF PERSONAL DATA**

Any Personal Data the Client provides to the Company will, subject to the Company's Terms of Business and/or Client Agreement as this can be found at the Company's website, be treated as confidential and provided to the Company and will not be disclosed to any Third Party except under any regulatory requirement, legal obligation or legitimate interests as described elsewhere within the Policy. The Personal Data that the Client provides in connection with registering himself/herself as a Client of the Company is protected in many ways. The Client can access his/her trading account and profile through the Company's website by entering a password selected by him/her. This password is encrypted and known only to the Client and will not be revealed to anyone else. The Company has in place reasonable commercial standards of technology and operational security to provide protection for all information provided by the Clients from loss, misuse, modification, disclosure, alteration, or destruction. Further, the Company maintains physical, electronic, and procedural safeguards that comply with applicable legal requirements and regulations to guard the Company's Clients' Personal Data and any other information, to ensure to the Company's Clients that their privacy is a major part of the Company's commitment to providing the finest services possible. Registration information is safely stored on secure servers that only authorized personnel of the Company have access to via password. The Company uses Transport Layer Security (TLS) encryption (also known as HTTPS) for all transmitted data. All the data is sent over an encrypted TLS 1.2 connection. The Company has in place procedures to deal with any suspected Personal Data breach and will notify the Client and the regulator of any suspected Personal Data breach where it is legally required to do so. Employees of the Company are trained to respect the confidentiality of the Client's Personal Data and the privacy of individuals. The Company considers the safeguarding of the Clients' Personal Data very seriously and will impose appropriate penalties, including dismissal, where necessary, of any Personal Data and other breaches. The Company has appointed a Data Protection Officer ([dpo@octaeu.com](mailto:dpo@octaeu.com)) to ensure that the Company's management of Personal Data is being kept in accordance with this Privacy Policy and the applicable legislation.

#### **G. CLIENT'S RIGHTS UNDER GDPR**

The Client has certain rights under the GDPR which are detailed below. The Client may exercise any of his/her rights by contacting the Company at [dpo@octaeu.com](mailto:dpo@octaeu.com). The Company will require

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information to identify the Client such as account number, the Client to prove his/her identity with two (2) pieces of approved identification such as identification card, passport, and proof of address, to progress the request.

- i. Access to Personal Data: The Client has the right to request a copy of his/her Personal Data that the Company holds. The Company will request other relevant information that will reasonably assist it in fulfilling the Client's request. Information will be provided within one (1) calendar month of the date of the request, unless the request is complex, in which case the Company may notify the Client that an extension of up to two (2) calendar months is necessary. A fee will not be charged for the first request but a reasonable fee to cover the administrative cost of providing further copies will be charged. If the request is unfounded or excessive, the Company has the right to refuse the request or charge a reasonable fee to deal with the request.
- ii. Correction of Personal Data: The Client may request the Company to rectify and correct any Client's Personal Data or its parts that the Company is processing, and which is incorrect. The Company will act within one (1) calendar month from the date of the request. The Company will independently verify the Client's identity before any information is changed.
- iii. Right to withdraw consent: Where the Company has a genuine, lawful, and legitimate interest in collection, processing, and storing of data, the Company is unable to withdraw consent. However, where the Company has relied upon the Client's consent to process Client's Personal Data, the Client has the right to withdraw that consent. The Client may opt-out of marketing material sent via email or SMS by contacting the Company at [dpo@octaeu.com](mailto:dpo@octaeu.com).
- iv. Right of erasure/Right to be forgotten: The Client may request the Company to erase the Client's Personal Data where there is no compelling reason to continue processing. This right only applies in certain circumstances, it is not a guarantee or absolute right (for example, the Company may be required to retain the Client's data for legal and regulatory purposes which will take precedent).
- v. Right to data portability: This right allows the Client to obtain his/her Personal Data that the Client has provided to the Company with the Client's consent, or which was necessary for the Company in order to provide the Client with its products and services in a format which enables the Client to transfer that Personal Data to another organization. The Client may have the right to have the Personal Data transferred by the Company directly to another organization or individual if this is technically feasible and explicitly confirmed by the Client in writing.
- vi. Right to restrict processing of Personal Data: The Client has the right in certain circumstances to request that the Company suspends the processing of Personal Data. When the Company suspends the processing of the Client's Personal Data, the Company will still be permitted to store the Personal Data, but any other processing of this information will require the Client's consent, subject to certain exemptions.
- vii. Right to object to the processing of Personal Data: The Client has the right to object to the use of this/her Personal Data which is processed based on the Company's legitimate interests. However, the Company may continue to process the Client's Personal Data, despite his/her objection, where there are compelling legitimate grounds to do so, or the Company needs to process the Personal Data in connection with any legal claims.

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- viii. Rights relating to automated decision making and profiling: The Client has the right not to be subject to a decision that is based solely on automated processing (without human involvement) where that decision produces a legal effect or otherwise significantly affects him/her. This right means the Client may request that the Company involves one of its employees or representatives in the decision-making process. The Company is satisfied that it does not make automated decisions of this nature.
- ix. Right of fair processing: The Clients have the right to fair processing of information and transparency over how the Company uses his/her Personal Data.

## H. SHARING PERSONAL DATA

Having acquired the Client's consent, the Company may share information with Third Parties in the event such information is reasonably required or for legally or regulatory purposes to offer products and services that meet the Client's needs, and which are delivered in a manner that is useful and relevant. Other Third Parties the Client's Personal Data may be shared with, may include, but are not limited to:

- an agent, professional advisor or service provider which provides administrative, marketing, financial, insurance, research and other services to the Company on a basis of a written contract or agreement which clearly stipulates the right of the Company to share the Client's Personal Data with such Third Party (e.g. counterparty banks, liquidity providers, marketing agencies, and IT service providers);
- organizations involved in a transfer or sale of the Company's assets or business;
- financial institutions involved in managing the Company's payments, such as banks;
- regulatory bodies, government agencies, law enforcement bodies, and courts; and
- anyone whom the Client authorizes the Company to disclose it to.

The Company shares the Client's Personal Data with service providers and other partners who provide technical infrastructure services, trading platforms, client identity verification, such as PEPs and sanctions lists, and services related to the management of the Company's website. The Company will not disclose the Client's Personal Data to Third Parties outside of the EEA without ensuring that:

- the Company has taken all reasonable steps to ensure that the recipient has an adequate level of protection of the rights and freedoms of data subjects in relation to the processing of the Personal Data;
- the recipient is subject to a similar information privacy regime; and
- only with the prior authorization of the Data Protection Commissioner of the Republic of Cyprus.

The Company does not sell, license, lease or otherwise disclose Personal Data to Third Parties, except as described in this Policy. The Company reserves the right to disclose information as necessary to credit reporting or collection agencies as reasonably required in order to provide the services to its Clients. To help the Company improve its services, it may engage Third Parties to help carry out certain internal functions. Sharing information may also take place to provide professional, legal, or accounting advice to The Company. All Third Parties with which the Company shares the Personal Data are required to protect such Personal Data in accordance with all relevant legislation and in a manner like the way the Company protects the same. The Company will not share the Personal Data with Third Parties which it considers will not afford its Clients the required level of protection. The Company shall conduct extensive due diligence before choosing potential processors assuring that they provide sufficient guarantees to

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implement technical and organizational measures under the requirements of the GDPR, including the security of processing, such as expert knowledge, cyber resilience, data security, and data governance. The carrying out of processing by any processor is covered by written contracts or other legal acts under Union or Member State law, binding the processor to the Company as the controller, setting out the subject matter and duration of the processing, the nature, and purposes of the processing, the type of Personal Data and categories of data subjects, taking into account the specific tasks and responsibilities of the processor in the context of the processing to be carried out and the risk to the rights and freedoms of the data subject. The Company and its processor may choose to use an individual contract or standard contractual clauses which are adopted either directly by the Commission or a supervisory authority in accordance with the consistency mechanism and then adopted by the Commission. Following the completion of the processing on behalf of the Company, the processor should return or delete the Personal Data, unless there is a requirement to store the Personal Data under the Union or Member State law to which the processor is subject. The sharing of Personal Data enables the Company to proceed with the Company's regulated activities and duties to meet its regulatory obligations. The Company shall not share, disclose, engage and/or provide, from time to time, some and/or all of the clients' Personal Data and/or data provided by its client(s) on an anonymous and/or aggregated basis only except where disclosure is made necessary, but not limited to, pursuant to a court decision or when disclosure of certain types of such information is required under the current applicable legislation, Regulatory and/or Supervisory Authorities within the Republic of Cyprus and/or for statistical purposes and/or for improving the Company's marketing requirements, including submission for Regulatory inspection(s) purposes to the Company's Regulator (CySEC).

The Company will only use information of a confidential nature and/or disclose the same to any person and/or organization in the following circumstances:

- i. where the Company is required by law and/or if requested by any Regulatory Authority and/or Exchange having control and/or jurisdiction over the Company; and/or
- ii. in order to investigate and/or prevent fraud and/or other illegal activity in accordance with the applicable laws within the Republic of Cyprus; and/or
- iii. to any Third Party only in connection with the provision(s) of services and/or products offered and/or provided to the Client by the Company; and/or
- iv. in accordance with the ancillary services provided to and/or the administration of the Clients' account, including, without limitation, for the purposes of credit and/or identification inquiries and/or assessments; and/or
- v. if it is in the public interest to disclose such information; and/or
- vi. at the Clients' written request and/or with the Clients' written consent.

The Company's Clients agree and consent for the use of the initial information/data provided by the Client, for the initial account opening and/or establishment of a business relationship with the Company and when the Client wishes and/or files an additional request and/or amendment(s), alteration(s) and/or service(s) in relation to accounting and/or services and products provided by the Company, provided that the initial KYC (Know Your Customer) documentation supplied initially by the Client is still up to date and/or comply with all legal requirements of the KYC documentation, policies, procedures and Manuals of the Company.

## **I. REGULATORY DISCLOSURE**

The Company reserves the right to disclose Personal Data to Third Parties where required by law, regulatory, law enforcement, or other government authority of a competent jurisdiction in order to protect its rights and/or comply with such legal proceedings. Such disclosure shall occur on a 'need-to-know' basis unless otherwise instructed by a regulatory or other government authority. Under such circumstances, the Company shall expressly inform the Third Party regarding the confidential nature of the information. The Company, as a regulated firm, is required to comply with certain obligations under the Intergovernmental Agreement with the United States and has taken all reasonable steps to be following the Foreign Account Tax Compliance Act ("FATCA") and the Common Reporting Standard ("CRS"), approved by the Organization for Economic Co-operation and Development ("OECD") for the exchange of information for tax purposes. The Company can respond to legal requests when it believes in good faith that the response is required by law in that jurisdiction, affects users in that jurisdiction, and is consistent with internationally recognized standards. The Company can provide Personal Data to Third Parties to detect, prevent and address fraud, unauthorized use of its services and products, violations of its terms or policies, or other harmful or illegal activity, in order to protect the Company, its Client and/or others, that are part of an investigation or regulatory inquiries.

## **J. LEGAL BASIS**

Following the GDPR, the Company collects Personal Data if it is necessary for the performance of a contract with the data subject or in order to enter into a contract to conduct its regulated activities, or the data subject's request before entering into a contract. The Company must process Personal Data in order to be in compliance with its regulatory and legal obligations. Personal Data will only be processed where it is necessary for the purposes of the legitimate interests and/or fundamental rights pursued by the Company, and these are not overridden by the interests of the data subject. The Company will ensure that the legitimate interests will not override the rights and freedoms of the Client and that will not cause unwarranted harm.

## **K. DATA RETENTION**

The Company is legally obliged to keep the Client's Personal Data, including but not limited to his/her name, address, email, phone number, his/her trading and transaction history, deposits and withdrawals history, for at least 5 (five) years after the business relationship has terminated under the Prevention and Suppression of Money Laundering and Terrorist Financing Law of 2007.

The Company will hold the Client's Personal Data for the longest of the following periods:

- i. the period required for the performance of the relevant activity or services; or
- ii. any retention period required by law; or
- iii. the end of the period of any litigation and/or investigation by a public authority which arises in respect of the relevant activity and/or the services; or
- iv. where the Company has a justifiable legitimate interest.

Kindly note that data protection terms may be included in the Customer Agreement as this can be found on the Company's website, for the establishment of a business relationship between the Company and its Clients. Any Personal Data collected will be retained for carrying out the establishment of the business relationship. If the Company holds any Personal Data in the form of recorded communication, by telephone, electronic, in person, or otherwise, this information will be held in line with local regulatory requirements which will either be five (5) years after the business relationship has terminated.

## **L. RESTRICTION AND LIMITATION OF LIABILITY**

Octa Markets Cyprus Ltd is licensed and regulated by the Cyprus Securities and Exchange Commission (CySEC), with License Number 372/18

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The Company and/or its employees shall not be held liable for any loss(es) and/or damage(s) including without limitation, indirect and/or consequential loss(es) and/or damage(s) arising from loss(es) of data and/or profit(s) arising out of and/or in connection with, the use of the Company's website. The material and/or information contained on the Company's website is solely for information purposes only. Materials and/or information on the Company's website, including, but not limited to, images, texts, policies, forms, agreements are owned and/or otherwise provided by the Company; such materials shall not be reproduced, and/or distributed and/or published in whole and/or in part for any purpose without the explicit written consent and/or permission of the Company. The materials and/or information within the Company's website shall not be interpreted and/or comprehended as an offer and/or a solicitation of an offer, to investment services/activities and/or any financial instruments. The Company takes no responsibility for, and should not be liable for, the Company's website being temporarily unavailable due to technical issues beyond the Company's control nor shall accept any liability for loss(es) and/or damage(s) as a result of reliance on the information contained within the Company's website. Further, the Company is not liable for the privacy policies, or the content of Third Parties' websites linked to the Company's website and has no control of the use or protection of information provided by the Clients or collected by those Third Parties' websites. Whenever a Client elects to link to a co-branded website or to a linked website, he/she may be asked to provide registration or other Personal Data. Please note that such information is recorded by a Third Party and will be governed by the privacy policy of that Third Party. The Company's website may be accessed within the European Union, however, the financial products mentioned on the Company's website may not be allowed by law to all investors in all Member States. Access to the Company's website may be restricted to certain jurisdictions due to domestic legal restrictions. If visitors and users of the Company's website are subject to legal restrictions and are not allowed to access it, the Company bears no responsibility as well as to visitors or users or towards any individual who may access the Company's website illegally. The Company's website is not intended to provide legal, investment, consulting, or other professional services or give advice. The Client, before making any decision or taking any action that might affect his/her personal situation and/or business, shall consult a qualified professional advisor.

#### **M. USE OF COOKIES**

The Company uses cookies and similar technologies to provide and support its services. When the Client browses the Company's website, [www.octaeu.com](http://www.octaeu.com), and application form, the cookies are used by default to distinguish its Clients from other users of the Company's website. For more information about cookies and how to accept them in whole or in part, manage and decline them in whole or in part please read the Company's Cookies Policy [here](#).

#### **N. PRIVACY POLICY UPDATES**

From time to time, the Company may update this Privacy Policy. In the event the Company essentially changes the Policy, including the way the Company collects, processes, or uses the Client's Personal Data, the revised Policy will be posted on the website keeping the Client informed. The Company encourages its Clients to periodically check back and review the Privacy Policy so that the Client always knows what information the Company collects, how it is used and to whom it may be disclosed.

#### **O. COMPLAINTS**

If the Client thinks that the Company is using Client's information in a way that breaches the GDPR or other relevant data protection legislation, the Client has the right to lodge a complaint with the Company's national data protection supervisory authority and contact the Commissioner for Personal Data Protection, at [commissioner@dataprotection.gov.cy](mailto:commissioner@dataprotection.gov.cy) or telephone at +35722818456, or address 1, Iasonos Str. 2nd floor, 1082, Nicosia, Cyprus. For any queries or further information in relation to

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the Company's Privacy Policy, please contact our Company at [compliance@octaeu.com](mailto:compliance@octaeu.com) and/or [dpo@octaeu.com](mailto:dpo@octaeu.com).

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