

Privacy Policy

Introduction

ITBFX Broker ("we", "us", "our") values your privacy and is committed to protecting the personal data of our clients. This Privacy Policy outlines how we collect, process, store, and disclose your information when you interact with our services, website, or trading platform. We comply with applicable data protection laws and aim to be transparent about how we handle your personal information.

By using our services or visiting our website www.itbfx.com, you agree to the terms of this Privacy Policy.

Data Controller

ITBFX Broker is the data controller responsible for your personal data. If you have any questions about this policy or your data privacy rights, you can contact us at:

- Email:** support@itbfx.com
- Phone:** +442080971783
- Address:** The Sotheby Building, Rodney Bay, Gros-Islet, Saint Lucia

Types of Data We Collect

We may collect, use, store, and transfer various types of personal data about you, which include:

- Identity Data:** Full name, date of birth, passport or national ID details, gender, marital status.
- Contact Data:** Email address, phone number, postal address.
- Financial Data:** Bank account details, payment card information, financial status, income, tax identification number.
- Transactional Data:** Details of payments, deposits, withdrawals, and transactions made through our trading platform.
- Technical Data:** IP address, browser type and version, device identifiers, location data, time zone settings, and other technology on the devices you use to access our services.
- Usage Data:** Information about how you use our website, platform, products, and services.
- Profile Data:** Username, trading account history, preferences, feedback, and any data related to your usage of demo accounts and learning tools.

•**Marketing and Communications Data:** Your preferences in receiving marketing information from us and your communication preferences.

How We Collect Your Data

We collect personal data using the following methods:

1.Direct Interactions: You may provide data by filling out forms, submitting information during account registration, or communicating with us via phone, email, or live chat.

2.Automated Technologies: As you interact with our website or trading platform, we collect technical data via cookies, server logs, and other tracking technologies.

3.Third Parties and Public Sources: We may receive personal data about you from third-party providers such as credit reference agencies, anti-fraud databases, identity verification services, or publicly available sources.

Purpose for Processing Your Data

We process your data for the following purposes:

1.Account Setup and Management: To process your account registration, verify your identity, manage your trading account, and facilitate your use of our services.

1. Legal Basis: Performance of a contract.

2.Compliance with Legal and Regulatory Obligations: To meet our obligations under applicable laws and regulations, such as anti-money laundering (AML), counter-terrorism financing (CTF), and regulatory reporting.

1. Legal Basis: Legal obligation.

3.Processing Transactions: To process deposits, withdrawals, and trades made through your account, and to keep records of your transactions.

1. Legal Basis: Performance of a contract.

4.Improving Services: To analyze how you use our website and trading platform, and to improve the services we provide, including website performance, security, and overall user experience.

1. Legal Basis: Legitimate interest.

5.Customer Support: To assist you with any inquiries, complaints, or requests for information about your account or transactions.

1. Legal Basis: Performance of a contract and legitimate interest.

6. Marketing Communications: To send promotional materials and updates about our products and services, or those of our partners, that may be of interest to you (only if you have opted in).

1. Legal Basis: Consent.

7. Risk Management and Fraud Prevention: To monitor, detect, and prevent fraud or suspicious activities on our platform.

1. Legal Basis: Legal obligation and legitimate interest.

Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website and to gather analytics data. Cookies are small files placed on your device when you visit our website. You may choose to block or delete cookies through your browser settings, though this may affect your experience on our platform.

For more detailed information on how we use cookies, please refer to our [Cookie Policy](#).

Data Sharing and Disclosure

We do not sell, trade, or rent your personal information to third parties. However, we may share your data with:

•**Group Companies:** Affiliates within our group for business, compliance, and operational purposes.

•**Service Providers:** Third-party service providers that support us in areas such as payment processing, data storage, marketing, and technical support.

•**Legal Authorities:** Regulatory bodies, law enforcement agencies, or other authorities to comply with legal requirements or respond to court orders, subpoenas, or legal processes.

•**Business Partners:** Brokers or affiliates who have introduced you to us, or with whom we have joint marketing agreements.

•**Professional Advisors:** Our legal, tax, and financial advisors for business or regulatory purposes.

All third parties with whom we share your data are contractually required to maintain the confidentiality and security of your information.

International Data Transfers

Some of our third-party service providers may be located outside of the

European Economic Area (EEA). In such cases, we ensure that your data is transferred securely and that adequate safeguards are in place, such as the use of Standard Contractual Clauses or other approved mechanisms.

Data Security

We implement strict security measures to protect your data, including:

- Encryption:** We use encryption to safeguard sensitive information during transmission.
- Secure Servers:** Personal data is stored on secure servers with access limited to authorized personnel.
- Access Control:** Access to your data is restricted to employees and service providers who need it to perform their job responsibilities.
- Regular Security Audits:** We conduct regular reviews of our security practices to ensure your information is protected against unauthorized access, alteration, or loss.

Data Retention

We retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including satisfying legal, accounting, or reporting requirements. Typically, we retain data for a period of five years after the end of our relationship, in compliance with regulatory obligations.

Your Rights

You have the following rights regarding your personal data:

- 1.Right of Access:** You can request access to the personal data we hold about you.
- 2.Right to Rectification:** You can request the correction of inaccurate or incomplete data.
- 3.Right to Erasure:** You can request the deletion of your data in certain circumstances.
- 4.Right to Restriction:** You can request that we restrict the processing of your data.
- 5.Right to Data Portability:** You can request that your data be transferred to another organization in a machine-readable format.
- 6.Right to Object:** You can object to the processing of your data for direct marketing purposes.
- 7.Right to Withdraw Consent:** You can withdraw your consent to data processing at any time. **ss:** [ITBFX Broker Office Address]

8.Right to Complain: If you believe we are handling your data unlawfully, you have the right to file a complaint with the relevant data protection authority.

Automated Decision-Making

In some cases, we use automated systems to make decisions based on your data, such as assessing your suitability for certain products or services. You have the right to request human intervention in such decisions, challenge the decision, or provide additional information.

Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices, legal requirements, or regulatory updates. We will notify you of any significant changes by posting an updated version on our website or communicating with you directly.

Contact Us

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**FIND
YOUR
BRACHIUM**