

## Privacy Policy

www.Forex.com.mx is operated by Forex.com.mx a company registered in Mexico (the "Company"). Any reference to "we", "us" and/or "our" refers to the Company.

We are committed to protecting the privacy of our users and we therefore ask that you please read our Privacy Policy (the "Policy") before providing us with any information about you or any other person. This Policy applies to all website users, whether you are a former, existing or potential client or just a visitor of our website.

This Policy sets out what personal data we collect, how we process it and how long we retain it. This Policy applies to all of our processing activities where we act as a data controller.

This Privacy Policy governs your use of products, services, content, features, or websites offered by the Company, collectively (the "Services").

In this Policy, "personal data" means any information relating to you as 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 online identifier or to one or more factors specific to your physical, physiological, genetic, mental, economic, cultural or social identity.

In this Policy, "processing" means any operation or set of operations which is performed on personal data (as defined in this Privacy Policy) or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

By visiting and/or accessing the Company's website or registering for the Company's Services you consent for the Company to collect, maintain and use your personal data as per this Policy.

### **How we collect information from you**

We collect information about you when you:

- visit our website;
- contact us either through the website or through other direct means of electronic communication
- enter into any other relationship with us or interact with us or our Services.

### **What type of information is collected?**

- identifying information, such as your name;
- contact information, such as your email address and telephone numbers;
- online identifiers that may also constitute personal data, such as your MAC address, computer and mobile device unique device ID and IP information based on your internet connection settings;
- details of any products or services that we provide to you;
- information about how you use the products and services we provide;
- any documents you provide to us;
- records of our communications with you, including any messages you send us.

Without this information, we may not be able to provide you with our products or services (or with all of the features and functionality offered by our products or services), to respond to queries or requests that you submit to us and to protect against the risks of cybercrime, fraud and money laundering & terrorist financing.

### **How we use your personal information**

We use personal information about you in connection with the following purposes:

#### **Provision of Services:**

- to provide you with the information, products and services that you have requested from us;
- to keep you updated on the issues that are relevant to your business relationship with the Company;
- to meet legal or regulatory obligations.

#### **Service improvements:**

- to ensure that content from our website is presented in the most effective manner for you;
- to administer our website and for internal business administration and operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to notify you about changes to our Service; and/or
- as part of our efforts to keep our website safe and secure;

#### **Direct Marketing:**

- to provide you with information about other services we offer that are similar to those that you already have or have enquired about; and/or
- to provide you with other marketing material;
- to provide you with information about products and services that are provided by third parties and affiliated entities.

If you do not want your personal information to be used for marketing purposes, please contact us using the details below.

### **Use of Third Party Applications and Cookies**

We use third-party services which may also include the use of cookies. Cookies are a feature of web browser software that allows web servers to recognize the computer or device used to access a website. A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. They allow the website to remember your actions and preferences over a period of time, so you don't have to keep re-entering them whenever you visit one of our websites or browse from one page to another. They also enable us to track and monitor activity on our website to improve our services (for marketing and functionality purposes) as well as allowing you to interact with social media services.

If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to have your computer notify you each time a cookie is sent to it, and thereby give yourself the choice whether to accept it or not. However, this may impair the quality of the services that the Company provides to you.

### **How long we keep your information for**

We retain your information only for as long as is necessary for the purposes for which we process the information as set out in this Policy. Records can be held on a variety of media (physical or electronic) formats.

Retention periods are determined based on the type of record, the nature of the record and activity of the legal or regulatory requirements that apply to those records. Typically, personal data which is

collected pursuant to our legal obligations (such as AML) are retained for 5 years. Where personal data is collected pursuant to a contract or prior to the creation of a contract, these are retained for 6 years after the termination of the contract pursuant to our legitimate interests in defending any legal claims which may be brought against us.

However, we may retain your personal data for a longer period of time where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person or where we have a legitimate interest to do so.

### **Sharing your personal information**

We may pass your information to our Business Partners, administration centres, third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing our services to you. When we use any other third party service providers, we will disclose only the personal information that is necessary to deliver the service required.

In addition, we may transfer your personal information to a third party as part of a sale of some, or all, of our business and assets or as part of any business restructuring or reorganisation, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation. However, we will take steps to ensure that your privacy rights continue to be protected.

The Company may disclose your personal information, without notice when required to do so by law or in good faith that such action is necessary to: (a) protect the Company's rights and/or comply with any court order or judicial proceedings; (b) avoid any potential fraud; (c) conform to the edicts of the law or comply with a legal process served on us; (d) protect and defend our rights or property, and, (e) act in urgent circumstances to protect the personal safety of our users or the public.

### **Additional Information**

#### **Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

#### **Hyperlinks**

We may provide hyperlinks from this website to web sites of other organisations or associated companies. Please note that we will not be liable for the contents of linked web sites or any transactions carried out with organisations operating those web sites. The privacy policies of others may differ significantly from our Policy. Therefore, we encourage you to read the privacy statement/policy of each and every website that collects personal data.

#### **Review of this Policy**

We may make changes to this Policy from time to time. We encourage you to review the Policy whenever you access or use our Website to stay informed about our information practices and the choices available to you. If you do not agree to the revised Policy, you should discontinue your use of this Website.

## Contact Us

If you want any further information about our privacy and data protection policies or in respect of our management of your personal data, please contact us at [soporte@forex.com.mx](mailto:soporte@forex.com.mx).

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