

Ayoxtrade Ltd Privacy Policy

Your privacy is very important to us. We are committed to protecting and respecting your personal data. This Privacy Policy describes what types of personal data we collect about you when you choose to use our services, how we will use your personal data, when and with whom we share it and how we will keep it safe. It also details your rights in respect of our processing of your personal information and how you may exercise them. Please take the time to read and understand this policy.

We may make changes to this Notice from time to time and it is important that you check this Notice for any updates. Any personal information we hold will be governed by the current privacy notice at the given time. If we make changes we consider to be important, we will communicate them to you.

Please note that this notice is addressed to customers and potential customers. If you are an Ayoxtrade employee, a contractor to Ayoxtrade or a third-party service provider, your personal information will be used in connection with your employment contract, your contractual relationship or in accordance with our separate policies which are available by contacting us.

By accessing our websites, including using any of the communication channels to contact us, we consider that you have read and understood the terms of this notice and how we process any information you disclose to us including personal data prior to becoming a client. Once you open an account with us you agree that this notice, including any amendments, will govern how we collect, store, use, share and in any other form process your personal data and your rights during our business relationship and after its termination.

Who We Are

Ayoxtrade Limited is a limited company at (address Limassol, Cyprus)

What Kind of Personal Information Do We Collect and Store

- Name, Surname and contact details
- Date of birth and gender
- Information about your income and wealth including details about your assets and liabilities, account balances, trading statements, tax and financial statements
- Profession and employment details
- Location data
- Knowledge and experience in trading, risk tolerance and risk profile
- IP address, device specifications and other information relating to your trading experience
- Bank account, e-wallets and credit card details
- Details of your visits to our Website or our Apps including, but not limited to, traffic data, location data, weblogs and other communication data.

How We Collect Your Personal Data

We may collect (or receive) and process your personal data when:

(a) you contact us, whether through our Website, our Apps or otherwise (for example, via our online form, by e-mail, post, fax or phone). For example, if you submit a complaint, report a problem with our services or our Websites or our Apps or otherwise liaise with our sales team, technical support or any other department in our company. We'll keep records of this correspondence, including information that you provide when you open or update your trading account such as your name, e-mail, country, password, etc;

(b) we ask you to complete surveys that we use for research purposes, although you don't have to respond to them; www.ayoxtrade.com

(c) you use and interact with our Website or our Apps including your device's manufacturer and model, IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system, web browser, platform, mobile carrier, and your ISP. We may collect details of your visits to our Website or our Apps (including, but not limited to, traffic data, location data, weblogs and other communication data). We do this via email and website cookies, and similar tracking technology built into our Websites and Apps. We make cookie policies available on each of our Websites and Apps to give you more detailed information on how we use them;

(d) you login to your trading account to use our platform technology and other features and functionalities;

(e) you use the online trading products we provide to you. Please note that we don't disclose these details to any third parties other than those who need to know this information in the context of the services we provide; or

(f) you use social media, including "like" buttons and similar functions made available by social media platforms.

How We May Use Your Personal Data

We may process your personal data for one or more lawful bases of processing ("Lawful Basis") depending on the specific purpose for which we are using your data (see below).

We may process your personal data for the purpose of:

(a) dealing with your inquiries and requests, including contacting you if necessary. Lawful Basis: your consent or performance of our contract with you;

(b) notifying you about important changes or developments to our Websites, our Apps or to our products or services (e.g. changes of features or enhancements). Lawful Basis: performance of our contract with you or necessary for our legitimate interests;

(c) carrying out our obligations arising from any contracts connected to you. Lawful Basis: performance of our contract with you or necessary for our legitimate interests;

(d) providing and personalising our services, enhancing client experience and tailoring our services to you. Lawful Basis: performance of our contract with you or necessary for our legitimate interests;

(e) giving you access to all parts or features of our Websites, our Apps or our services. Lawful Basis: performance of our contract with you or necessary for our legitimate interests;

(f) where applicable, processing your payments. Lawful Basis: performance of our contract with you or necessary for our legitimate interests or to comply with our legal obligations;
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(g) administering your registration and/or membership and other trading account records. Lawful Basis: performance of our contract with you or necessary for our legitimate interests;

(h) market research, analysis and creating statistics. Lawful Basis: your consent, performance of our contract with you or necessary for our legitimate interests;

(i) sending you marketing communications, for instance, to contact you from time to time regarding things you have told us you want to hear about, such as new products, special offers, competitions and sponsored events. If you use our Apps, we may use push notifications to highlight when we've added new offers and promotions that may be of interest to you. Lawful Basis: your consent or necessary for our legitimate interests;

(j) preventing, detecting and investigating potentially prohibited or illegal activities, and enforcing our Terms and Conditions of Service. Lawful Basis: to comply with our legal obligations or necessary for our legitimate interests;

How Do We Store Personal Information And For How Long?

We hold personal information in a combination of secure computer storage facilities and paper-based files and other records and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

When we consider that personal information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

However, we may need to maintain records for a significant period of time. For example, we are subject to investment services and anti-money laundering laws which require us to retain copies and evidence of the actions taken by us in regard to your identity verification, sources of incomes and wealth, monitoring of your transactions, telephone, chat and email communications, orders and trades history, handling of your complaints and records that can demonstrate that we have acted in

line with regulatory code of conduct throughout the business relationship. These records must be maintained for a period of five years after our business relationship with you has ended or even longer if we are asked by our Regulators.

Your Rights

Please note that these rights do not apply in all circumstances. You are entitled to:

(a) request access to your personal data (commonly known as a “data subject access request”);

(b) request correction of the personal data that we hold about you;

(c) request erasure of your personal data. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request;

(d) object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms;

(e) request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- if you want us to establish the data’s accuracy;
- where our use of the data is unlawful, but you do not want us to erase it;
- where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it;

(f) request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information (i.e. not to hard copies) which you initially provided consent for us to use or where we used the information to perform a contract with you; and

(g) withdraw consent at any time where we are relying on consent to process your personal data.

Please complete the personal data request by email using the registered email address you disclosed to us, to the following email address: support@ayoxtrade.com

We try to respond to all requests within 1 (one) month. Occasionally, it may take us longer than 1 (one) month if your request is particularly complex or you have made a number of requests. In this case, we will notify you within 1 (one) month of the receipt of your request and keep you updated.

We may charge you a reasonable fee when a request is manifestly unfounded, excessive or repetitive, or we receive a request to provide further copies of the same data. In this case we will send you a fee request which you will have to accept prior to us processing your request. Alternatively, we may refuse to comply with your request in these circumstances.

Where you have opted out of receiving marketing communications we will hold your details on our suppression list so that we know you do not want to receive these communications.

About "COOKIES"

Cookies are small files containing information that a Web server (site) uses to track its visitors. The Company may set and access cookies on Client computers, to assess which advertisements and promotions draw users to the Company Web site. The Company (or any of its divisions) may use cookies to evaluate Client interest in Company products and services, and to track Client activities on its Web server (site). The information collected by the Company and shared with its Affiliated Partners is anonymous and not personally identifiable.

Sharing Information With Third Parties

The Company does not disclose the Client's personal information to third parties, except as described in this Privacy Policy. Third-party disclosures may include sharing such information with Non-Affiliated Partners of the Company that perform technical support services for Client accounts or facilitate Client deals with the Company, including those that provide professional, legal, or accounting advice to the Company. Non-affiliated Partners that assist the Company in providing services to the Clients are required to maintain the confidentiality of such information to the extent that they receive it, and to use this personal information only in the course of providing such services, and only for the purposes that the Company dictates.

The Company may also disclose the Client's personal information to third parties to fulfill Client instructions or pursuant to the Client's express consent. Company also informs its Clients that it shall never sell, place at interim disposal on a remuneration basis, distribute or disseminate the Client's Personal information under any circumstances.

What If You Have a Query Or a Complaint

If you want to exercise your rights, please contact us by email at support@ayoxtrade.com using the registered email address you disclosed to us.

We try to respond to all requests within 3 days. Occasionally, it may take us longer than 3 days if your request is particularly complex or you have made a number of requests. In this case, we will notify you within 3 days of the receipt of your request and keep you updated.

If you are not satisfied with our response to your complaint, you have the right to lodge a complaint with our supervisory authorities, the Information Commissioner's Office (ICO) if you are a client of Cyprus Data Protection Commissioner if you are a client of any of the Ayoxtrade entities. alternatively, you also have the right to lodge a complaint with the data protection authority of your country of residence.