



SWISS MARKETS

# Privacy Policy

General Information on how and why we collect, store, use and share  
your personal information

Version: April 2022

# BDS MARKETS

## Introduction

This policy belongs to BDS Markets (hereafter “the Company”) and sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects the user data and information will also be detailed within this policy. The Company is incorporated in the Republic of Mauritius. The Company is regulated by Financial Services Commission (FSC) with License Number License No. C116016172.

## The website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This Policy applies to existing, former or prospective clients as well as to any visitors on the Company’s website(s). BDS Markets does its utmost to ensure that the privacy, confidentiality and security of its clients are preserved both throughout their interactions with the company and afterwards, to the fullest extent achievable by the company.

## Use of cookies

What are cookies?

Cookies are small files saved to the user’s computer’s hard drive that track, save and store information about the user’s interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

What do we use cookies for?

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards.

We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features. If you log into the website, application or a course as a registered user, your session cookie will also contain your user ID so that we can check which services you are allowed to access.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer’s hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

The Company does not link the information that it stores in cookies to any personally identifiable information you submit while on our website(s). If you reject cookies, you may still use the Company’s website(s), but you will not be able to use your trading account and submit your application form. These tools for gathering Client’s information are employed for the purpose of ensuring the Client’s own security and all data collected by the Company is shared only with individuals within the Company, who are involved with

# BDS MARKETS

the verification of customer account information for the express purpose of ensuring the customer's confidentiality and security. Some of the Company's business partners and/or affiliates use cookies on the Company website(s). The Company has no access to, or control over these cookies.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.

## Personal information

Whilst using our website, software applications or services, you may be required to provide personal information (name, address, email, account details, etc.). We will use this information to administer our website, applications, client databases and marketing material. We will ensure that all personal information supplied is held securely. Further, by providing telephone, fax and email details, you consent to BDS Markets contacting you using that method. You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our database, please contact us at [dpo@swissmarkets.com](mailto:dpo@swissmarkets.com). Client information which the Company holds is to be treated by the Company as confidential and will not be used for any purpose other than in connection with the provision, administration and improvement of the Services, for research and statistical purposes and for marketing purposes (if the Client's consent is obtained where (s)he is a natural person). Information already in the public domain, or already possessed by the Company without a duty of confidentiality will not be regarded as confidential.

## Information collection and use

How do we collect information?

The Company collects information in two possible ways:

- *When you directly give it to us ("Directly Provided Data")*

When you sign up for our site, to use our services or communicate with us, you may choose to voluntarily give us certain information – for example, by filling in text boxes or completing registration forms. All this information requires a direct action by you at that time in order for us to receive it.

- *When you give us permission to obtain from other accounts ("User Authorised Data")*

Depending on your settings or the privacy policies for other online services, you may give us permission to obtain information from your account with those other services. For example, this can be via social media or third parties.

# BDS MARKETS

How long do we keep your data for?

The Company will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you, or for as long as is necessary to provide support-related reporting and trend analysis only.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period of time as required, even after you have closed your account or it is no longer needed to provide the Services to you.

How do we protect your personal data?

We will not transfer your personal data without your consent. We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorized alteration or destruction. Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure. For any payments which we take from you online, we will use a recognized online secure payment system. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

You have the right to have your data erased and for processing to cease in the following circumstances:

- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected and / or processed
- Where consent is withdrawn
- Where the individual objects to processing and there is no overriding legitimate interest for continuing the processing
- The personal data was unlawfully processed or otherwise breached data protection laws
- To comply with a legal obligation

You have the right to receive confirmation that your data is being processed and to have access to your personal data and supplementary information which means the information which should be provided in a privacy notice.

You have the right to data portability and provide you with your data, so you can reuse it for your own purpose or across different services. The data should be provided in a commonly used machine-readable format and to be send to another controller if requested.

# BDS MARKETS

## Registration forms

The Company will not sell or rent your personally identifiable information, gathered as a result of filling out the site registration form, to anyone.

## Review Usage

Clients' feedback is pivotal to our commitment to professional excellence. Therefore, we may request you to provide your feedback on any of our services or products you have received through reputable online customer review websites. Your feedback may be shared for promotional and marketing purposes.

## Choosing how we use your data

We understand that you trust us with your personal information and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognizing that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all of the following:

- You can verify the details you have submitted to The Company by contacting our customer services team [dpo@swissmarkets.com](mailto:dpo@swissmarkets.com). Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.
- You can also contact us by the same method to change, correct, or delete your personal information controlled by The Company regarding your profile at any time. Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.
- You are also free to close your account through our account settings. If you do so, your account will be deactivated. However, we may retain archived copies of your information as required by law or for legitimate business purposes (including to help address fraud and spam).
- You can always feel free to update us on your details at any point by contacting our customer services team [dpo@swissmarkets.com](mailto:dpo@swissmarkets.com).
- You can unsubscribe from receiving marketing emails from us by clicking the "unsubscribe" link at the bottom of any email. Once you do this, you will no longer receive any emails from us. Please note that a user will only stop receiving emails by the next day as the process of unsubscribing takes about 24h.

# BDS MARKETS

- You can request a readable copy of the personal data we hold on you at any time. To do this, please contact us at [dpo@swissmarkets.com](mailto:dpo@swissmarkets.com)
- Please note, we are constantly reviewing how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes. You are advised to check our website [swissmarkets.com](http://swissmarkets.com) regularly for any amendments.

## Contact us

Any comments, questions or suggestions about this privacy policy or our handling of your personal data should be emailed to [dpo@swissmarkets.com](mailto:dpo@swissmarkets.com)

Alternatively, you can contact us at our global HQ using the following postal address or telephone numbers:

Data Protection Officer

**Post: Data Protection**

**Officer** BDSwiss Holding

Ltd Apostolou Andrea

Street 11, Hyper Tower, 5<sup>th</sup>

Floor, 4007 Mesa Yeitonia,

Limassol, Cyprus

**Email:** [dpo@swissmarkets.com](mailto:dpo@swissmarkets.com)

**Tel:** +357 25053940

## Complaints

In case you want to make or to discuss a complaint, please contact us using the details provided above. All complaints will be treated in a confidential manner. If you are unsatisfied with the handling of your data, or about any complaint that you have made to the Company about handling of your data, you are entitled to escalate your complaint to a supervisory authority.