

Fintrix Markets (Saint Lucia) Ltd

Privacy Policy

Company Name: Fintrix Markets (Saint Lucia) Ltd

Registration Number: 2025-00060

Place of Incorporation: Saint Lucia

Date of Policy Approval: 28 February 2025



Important information

This Privacy Policy relates to your use of our website(s), Fintrix Markets, and application (the “app”) and information collected by us concerning your opening of any of your Accounts and the services provided by Fintrix Markets.

Who we are

For this Privacy Policy, Fintrix Markets includes:

Fintrix Markets is a financial technology B2C company that provides a trading platform with new mechanics for online trading.

Your personal data will be controlled by the relevant Fintrix Markets Entity that provides services to or is in electronic communication with you. Sometimes, your personal data will be controlled and exchanged between more than one Fintrix Markets Entity, as applicable.

Any inquiries with regards to the use of your personal data should be sent to admin@fintrixmarkets.com

What personal data do we collect, and how does the process work

We may collect, use, store, and share different kinds of your personal data, such as:

- Your name, username or similar identifier, title, date and place of birth, gender, country of residence and citizenship;
- Your contact information and billing address, delivery address, email address, telephone number(s);
- Information about you that is stored in different documents in various forms or copies
- of them, including your passport, identity card and driver’s license, as well as documents for the proof of your address, utility bill, payslip/tax return as proof of source of funds, credit checks;

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- Your economic profile including assets, income, financial position/ source of wealth, employment status, profession and industry, bank account and bank statement, e-wallet and credit card details;
- Your education, profession and/or details about your work and nationality;
Contractual Data: such as details about the services and or products oQered;
- Trading information Data: reason for opening the account, experience in trading, risk tolerance, and risk profile;
- Details about payments to and from you, information on products and services you have purchased from us, deposit methods, the purpose of transactions with us;
- National identifier Data: such as tax identification number, country of tax residence;
- Profile Data: such as your username and password, purchases or orders made by you, historical data about the trades and investments you have made, your preference for certain types of products and services, products you trade with us, your interests, preferences, feedback, and survey responses;
- Details about you that are available online are in public records or other open available sources;
- Your consent, any permission or preferences given to Fintrix Markets;
- Marketing and Communications Data: such as details about you from letters, emails and, conversations, chats between us, and your preference in receiving marketing from us and any third-party companies on our behalf;
- Technical Data: such as internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website and mobile app and electronic services;
- Usage Data: information about using our website, mobile app, products, and services.

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We obtain this information in a number of ways through your use of our services and website, the account opening applications, our demo sign-up forms, and information provided in the course of ongoing customer service correspondence.

We may also collect this information about you from third parties either through bought-in third party marketing lists, publicly available sources, social media platforms, introducers, brokers and affiliates, bankers and credit card processors, subscription-based intelligence databases, credit references agencies, fraud prevention agencies, third authentication service providers, other financial institutions and the providers of registers, and other third party associates.

We also process personal data we generate while providing you with our services, such as Transaction Data.

We may occasionally request other personal data (for example, through market research, surveys, or special offers). If you choose not to provide the information we need to fulfill your request for a specific product or service, we may not be able to provide you with the requested product or service.

We also use cookies on our website to ensure that it works effectively, prevent fraud and security, and support your trading activities. Cookies are small text files sent from our web server to your computer.

We may enlist outside organisations to help us manage the website and collect and analyse statistical data. These outside organisations may install and use their cookies on our behalf.

Throughout our website, we may link to other websites owned and operated by certain trusted third parties to make additional products and services available to you. Those third-party websites may also gather your information under their separate privacy policies. This Privacy Policy is valid only for our website and does not cover other websites, including but not limited to websites you use links on our website. We recommend that you review the privacy policy of each website whose use involves transferring personal data.

We may record any electronic communications, by telephone, in person, or otherwise, with you about the services we provide and our business relationship. These recordings will be our sole property and constitute evidence of our communications to comply with our regulatory obligations. Such telephone conversation may be recorded without a prior warning or further notice.

How do we collect your personal data, and for what purpose

By registering a Personal Area, you agree to have your personal data processed. Specifically, you consent to the collection, systemization, aggregation, storage, revision (updating, changing), usage, anonymization, blocking, deletion, and distribution (transfer on er) of said personal data to third parties following the conditions outlined in this Privacy Policy.

We ask you for the data necessary to register a Personal Area, provide functional service, and use this data if a dispute arises between you and Fintrix Markets. Providing this data is required for client identification and thus allows you to perform various operations in your Personal Area and trading accounts.

We may also collect data to improve our understanding of your needs and preferences by communicating through Live Chat, conducting brief surveys in your Personal Area on our oQicial website, and communicating with you over the phone. You provide this data to us voluntarily.

We use the data that you directly provide when communicating with us. We use your personal data to provide secure, high-quality service.

The personal data you provide us is used to verify contact information and identity. We also use personal data to register Personal Areas, open and configure trading accounts, and issue activation codes and passwords. By providing contact information, you help us improve our services and promptly communicate the availability of additional services, features, and promotions we may be oQering.

We may review, store, and delete your personal information, including, without limitation, physical records of transactions and correspondence from you, following the relevant legislation.

Who do we share personal data with, and in what circumstances

We may disclose your personal information to our entities that are part of the same group of Fintrix Markets companies, service providers who are involved in the delivery of products or services to you, e.g., payment service providers; other third parties we use to help us run our business, e.g., outsourced compliance services, website hosts and website analytics providers, and our banks.

The third parties mentioned above or we occasionally may also share personal data with our and their external auditors, e.g., concerning the audit of our or their accounts, in which case the recipient of the information will be bound by confidentiality obligations; our and their professional advisors (such as lawyers and other advisors), in which case confidentiality obligations will bind the recipient of the information; We may pass your personal data on to third party authentication service providers <https://sumsub.com/privacy-notice/> when you use our system to perform identity checks and documents verification- we do this to comply with our legal obligations. When transferring your information to third parties, we maintain the confidentiality and security of the data being transferred.

We reserve the right to provide personal data to third parties if required by law if we receive formal requests from law enforcement and other government agencies and as envisaged by the agreement with you.

We may also provide your personal data to tax authorities or organisations that require the data to be provided to comply with laws against money laundering and financing terrorism or when necessary to protect our rights or property.

We may exchange your personal data with our partners to provide comprehensive, state-of-the-art, high-quality service. At your request, we can provide information about the services that our partners provide for us.

We monitor agents' or third-party data use to ensure compliance with our confidentiality and data protection policies and that no misuse of information and data occurs. The Company has access to the data agents or third parties use at all times.

Security and protection

Fintrix Markets implements industry-standard security measures to ensure your security and privacy.

We have put in place appropriate and reasonable security measures to prevent your personal data from being accidentally lost, used, collected, disclosed, altered, disposed or accessed in an unauthorized way, altered or disclosed. In addition, we limit access to your personal data to those who have a genuine need to access it. They will only process your personal data on our instructions and are subject to confidentiality obligations. We have established procedures to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Use of cookies

We use cookies to ensure that our website works effectively, for fraud prevention security, and to support your trading activities. Cookies are small text files sent from our web server to your computer.

We may enlist outside organisations to help us manage the website and collect and analyse statistical data. These outside s may install and use their cookies on our behalf.

How do we store your personal data, and for how long

Fintrix Markets will process personal data for as long as we have a business relationship with you in a combination of secure computer storage facilities and paper-based files and other records. We will take the necessary measures to protect the personal data we hold about you from misuse, loss, unauthorized access, modification, or disclosure. Suppose you instruct us to cease using or processing your personal data. In that case, we have the right to terminate any existing services to you within a reasonable time or immediately, as determined by the Company.

When we consider that personal data is no longer needed for the purpose for which it was collected, we may remove any details that may identify you or securely destroy the records. However, we may need to maintain records for a significant period (after you cease to be our client) subject to specific AML laws that require us to retain a copy of the documents we used to comply with our customer due diligence obligations as well as supporting evidence and records of transactions with you and your relationship with us. Personal data held in the form of an email, telephone, electronic, in-person, or otherwise recorded communication will be retained in line with the requirements of our Regulatory Authority.

If 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 them. We may keep your data for longer than the retention period if we cannot delete it for legal, regulatory, or technical reasons.

Commencement. Changes to the Privacy Policy

By registering a Personal Area, you agree to and accept all of the provisions outlined in the Privacy Policy. Communication between you and Fintrix Markets begins as soon as we send you an email confirming your registration on our website. We may also email you information about changes and new services or receive emails with your questions and suggestions. This information is not confidential.

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By accepting the conditions of this Privacy Policy, you agree to allow us to use the information we receive from you via email, including various ideas, methods, marketing designs, and know-how, without incurring any additional obligations.

Following the relevant legislation, we may review, store, and delete correspondence from you.

We may analyse your internal messages to evaluate the quality of our services.

Occasionally, we may update the Privacy Policy and immediately post the new version on our website. We recommend that you periodically read this Privacy Policy to always have the latest information concerning how your personal data is processed.

Your rights concerning your personal data

Subject to certain conditions and according to the applicable data protection laws, You may have the right to be informed and/or request from the Company access to and correction/rectification and/or processing restriction and/or erasure of Your personal data and/or to object to the processing of Your personal data (e.g., for marketing purposes) as well the right to withdraw consent (where applicable). Such personal data are collected to comply with the Applicable Regulations, and Your refusal to provide the requested information may result in rejection or/or closure of Your account(s).

Contact us

The personal data we hold about you must be accurate and current. Please let us know if your personal data changes during your interaction.

If you have any questions or suggestions regarding this Privacy Policy, please contact us at admin@fintrixmarkets.com