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Data Protection and Privacy Notice

Tradestone Ltd

89, Vasileos Georgiou A' street, Office 101,
Potamos Germasogeias 4048, Limassol, Cyprus

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CySEC License 331/17

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1. Introduction

Tradestone Ltd (hereinafter the “**Company**”, “**we**”, “**our**” or “**us**”) is a Cyprus Investment Firm (hereinafter the “**CIF**”) regulated by the Cyprus Securities and Exchange Commission (hereinafter the “**CySEC**”) under license number 331/17 and registered with the Registrar of Companies in Cyprus under registration number HE353534.

The Company is registered with the Office of the Commissioner for Personal Data Protection of the Republic of Cyprus for the purpose of personal data processing.

The protection of the security and privacy of your Personal Data is important to us and to the way we conduct our business in compliance with the laws on privacy, data protection and data security.

1.1 Purpose

The purpose of this policy is to outline what information the Company may collect, how it uses, process and safeguards that information and with whom it may share it.

For the purposes of this Policy the following have the meaning as per Article 4(1) of the GDPR:

- a. “Personal data” shall mean any information relating to an identified or identifiable natural person; an identifiable person is one who can be identified directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- b. “Controller” shall mean the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.
- c. “Processor” shall mean a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.
- d. “Processing” means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

We collect, use, disclose, store and process your personal data for the performance of our services as required by law. We use your personal data to provide you with the services you request through our systems (i.e. website(s), platform(s) etc) to perform our contractual obligations related to those services in accordance with the Law providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data of 2018, Law 125(I)/2018, as this is amended or replaced from time to time and the European Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, known as the General Data Protection Regulation (hereinafter referred to as “GDPR”).



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1.2 Data Protection

The Company may process information relating to you, including holding such information in hard-copy records or electronic database. By registering with the Company's website and/or submitting an application, you acknowledge that your personal data may be collected, processed and stored by the Company for purposes including the provision of financial services, regulatory compliance, and internal business operations, in accordance with applicable data protection laws and the Company's Data Protection and Privacy Notice, as extendedly explained below acknowledge that personal data may be collected, processed and stored . Unless we receive specific written instructions for the contrary, by providing this information you agree that we may process this information in order to fulfil such obligations.

2. Personally Identifiable Information

During the onboarding process, we collect various types of personally identifiable information (hereinafter the "Personal Data"). In order to comply with legal and regulatory obligations and to provide you with our services. This information may include, but is not limited to:

- Full name
- Email address
- Country of residence
- Contact numbers
- Tax identification number
- Financial and banking information

During this process we are also required by Prevention and Suppression of Money Laundering and Terrorist Financing Law of 2007, Law 188(I)/2007, as amended from time to time, and the CySEC Directive for the Prevention and Suppression of Money Laundering and Terrorist Financing to collect certain documentation in order to verify your identity which may include but is not limited to:

- Proof of identity (e.g. Passport or National ID card) ,
- Residence permit card or document (if applicable)
- Proof of permanent residential address (e.g. Utility bill)
- credit/debit card details (both sides of the bank card. The front side must contain the first 6 digits and the last 4 digits of the card number, cardholder's name, and expiry date. For security purposes, we request clients to cover the CVC/CVV codes at the back side).

Website Data Collection

The Company does not collect any Personal data through the website, unless you voluntarily choose to provide it (for example, by registering, submitting an or completing a survey).

However, the website may use cookies or similar technologies to collect certain technical and usage information automatically. Such data is processed in accordance with the Company's Cookie Policy and applicable data protection laws.

The Company may also collect information in regard to your use of our website(s), such as pages, visited, frequency, duration of visit and trading activities. The Company also keeps records of your trading behaviour, including a record of:

- ✚ Products you trade and their performance



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- ✚ Historical data about the trades and investments you have made including the amount invested
- ✚ Historical data about your payment and your withdrawal activities.

If you do not wish your Personal Data to be collected, please do not submit it through the website, and you may also adjust your browser or cookie settings to manage or disable cookies [link to the cookies notice].

2.1 How does the Company use your information

Your data is processed with a *de minimis*(*minimisation*) principle in mind, meaning that we limit the processing of your data and the type of data processed to those strictly necessary for a legitimate reason. For example:

We may use your information for any one or more of the following purposes:

- ✚ to confirm your identity.
- ✚ to maintain your personal profile.
- ✚ to manage your account and keep you updated on all matters that concern your account.
- ✚ to provide the services that you have requested including processing transactions.
- ✚ to contact you when necessary or appropriate in relation to the services being provided to you.
- ✚ to provide you with information about our products and services and provide you with information or opportunities that we believe might be relevant for you.
- ✚ to deal with enquiries, complaints and feedback from you and our service providers.
- ✚ to tailor the website or other service we provide to you relating to your needs and interests; and
- ✚ to create anonymous statistical data.

2.2 What you are entitled to

In accordance with applicable data protection laws, including the General Data Protection Regulation (GDPR), you have a number of rights regarding your personal data. These include:

- ✚ Right of Information: You may request to know to whether or not we hold any of your personal =data and if so, information on the Company, what type of data we process and why/how we are processing it.
- ✚ Right of access.: You may equest to provide you a copy of your Personal Data that we hold, upon we receive a written request by you via your registered email, specifying which data you require and after your identity is verified. We shall refuse to provide you the requested information if regulatory obligations prevent us from doing so. Please bear in mind that in case your request is manifestly unfounded, excessive, or repetitive, the Company reserves the right to charge a reasonable fee reflecting the administrative cost of providing the information, or to refuse to act on the request in accordance with Article 12(5) GDPR.
- ✚ Right to rectification: Request without undue delay, the rectification of the Personal Data we hold on you in case of inaccurate personal data concerning you or provide a supplementary statement in case of incomplete personal data concerning you.

Right to erasure: Request your personal data to be obliterated through the “**right to be forgotten**” where there is no good reason for us in continuing to process them, you withdraw your consent for processing them or they

have been unlawfully processed. Should you decide that you wish for your personal data to be forgotten we may not be able to provide you with our services. However, please note that we may not always be able to comply with such a request due to our regulatory obligations towards the CySEC whereby we have an obligation to retain data in our records/files for a minimum of five (5) years up to seven (7) years.

- ✚ Right to restriction: Request restriction of processing where the accuracy of your personal data is contested, the processing of your personal is unlawful and you do not wish for an erasure, we no longer need your personal data but they are required by you for the establishment, exercise or defence of legal claims, you have objected to the processing of your personal data pending verification whether we override your legitimate grounds.
- ✚ Right to object: Object to processing of your Personal Data. If we are processing your data based on our (or a third party's) legitimate interest and you are in a particular situation which gives you reason to object to the processing, you may submit this request. You may also object if we are processing your data for direct marketing purposes. If you lodge an objection, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms.
- f) Object to automated decision-making including profiling: You may object to any automated decisions or profiling taken and performed by us based on your personal data.
- ✚ Right to data portability: This right only applies to information that you have given to us. You have the right to ask that we transfer the information you gave us from one organization to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated. Where you have consented to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once your consent is withdrawn, the processing of your data will be halted, unless said processing is found on another legitimate basis, for example due to a legal obligation to keep your data. Please contact the Company's Data Protection Officer at dpo@fbs.eu if you wish to exercise your rights. We may apply identification verification measures to you in order to ensure that no personal data is disclosed to unauthorized persons.

Furthermore, clients do not have the right to request the erasure of their personal data ("right to be forgotten") under applicable data protection laws in the context of our Services. As a regulated entity subject to Anti-Money Laundering (AML) legislation and the requirements of the Cyprus Securities and Exchange Commission (CySEC), we are legally required to retain certain personal data for a minimum of five (5) years and up to seven (7) years. These regulatory obligations override any individual request for data deletion.

For any requests, please contact our Customer Support team by email (contact details on the Contacts page). Please keep in mind that we may not always be able to comply with such a request due to our regulatory obligations towards the CySEC, as mentioned within this Policy

Furthermore, in accordance with Article 12 (3) of the General Data Protection Regulation (EU) 2016/679 (GDPR), as supplemented by Cyprus Law 125(I)/2018, we will:

- Provide information on any action taken in response to a request under Articles 15 to 22 (including data access, rectification, erasure, and objection) without undue delay, and in any event within one (1) month of receiving the request;
- Where necessary, extend this period by an additional two (2) months, taking into account the complexity and number of requests. In such cases, the data subject will be informed within one month of the request, along with the reasons for the delay;
- Where the request is made electronically, provide the information in a commonly used electronic format unless otherwise requested by the data subject.

You may opt out of receiving marketing emails at any time by selecting the 'unsubscribe' link at the top of the emails or upon request by contacting our Customer Support team by email.



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3. Contacting Clients

From time to time the Company may contact clients either by phone or email for the purpose of administering the terms of the Agreement between us and you as the client. The Company may, on occasion, seek to contact clients, either by phone or by email, for the purpose of informing them about market announcements and launch of new products provided by the Company. As per Directive D187-09 Section 4(1)(d) the CIF cannot offer monetary or non-monetary promotions to client in regards to CFDs. Clients consent to the acceptance of such communication when they accept our terms and conditions of use while registering with the Company. Any person wishing to opt out of further contacting by the Company, at any time whatsoever, is entitled to do so and may express his wish, simply by contacting the Company either by phone or email to request that no further contacting on behalf of the Company be made.

3.1 Non-Personal Data Collected Automatically

When you access the company's website(s), we may automatically (i.e., not necessarily with registration) collect statistical information that is not personally identifiable (e.g., type of internet browser and computer operating system used; domain name of the website you come from; number of visits, average time spent, pages viewed, etc.). The Company may use this information and share it within the Company's group for statistical reasons (i.e. measure the use of its website and/or improve its content).

4. Disclosure of Information

4.1 Who may we disclose Personal Data to

Your Personal Data may be disclosed to:

- ✚ the Cyprus Securities and Exchange Commission (CySEC) and other regulatory and governmental bodies the Company is required by law to disclose information to.
- ✚ financial institutions and other similar organizations that the Company deals with in the course of its business.
- ✚ service providers and specializing advisors that provide services to us (outsourcing partners).
- ✚ any third parties where it is required to process a transaction or provide services the client has requested.
- ✚ tied agents or other brokers who had been contracted to provide us with administrative, financial, insurance, research and/or other services.
- ✚ credit providers, courts, tribunals and regulatory authorities as agreed and/or authorized by law.
- ✚ credit reporting or reference agencies; and
- ✚ anyone authorized by the client (such as the client's financial advisor, broker, solicitor, or accountant).

Please note that we will never sell or provide the client's Personal Data to third parties for marketing purposes. In addition, the Company may engage third parties to help carry out certain internal functions such as account processing, fulfilment, client service, client satisfaction surveys or other data collection activities relevant to its business. Use of the shared information is strictly limited to the performance of the above and is not permitted for any other purpose.

We may also disclose information if we have good faith to believe that disclosure of such information is helpful or reasonably necessary to: (i) comply with any applicable law, regulation, legal process or governmental request; (ii) enforce our policies (including our Customer Agreement), including investigations of potential violations thereof; (iii) investigate, detect, prevent, or take action regarding illegal activities or other wrongdoing, suspected fraud, AML/CTF issues, Market abuse issues or security issues; (iv) to establish or exercise our rights to defend against legal claims; (v)



prevent harm to the rights, property or safety of us, our users, yourself or any third party; or (vi) for the purpose of collaborating with law enforcement agencies and/or in case we find it necessary in order to enforce intellectual property or other legal rights or the prosecution of criminal offenses.

Such service providers shall have contractual relationships with the Company and are contractually bound to observe the same confidentiality and data protection rules that the Company has to follow. All such private-law external data processors instructed by the Company to process your data on the Company's behalf have contractual obligations imposed upon them to comply with the GDPR provisions.

In general, we require that any third-party service provider that we share any Personal Data with, undertakes to respect any individual's right to privacy and comply with the Data Protection Principles. These third-party service providers may keep a record of any searches they performed on our behalf and they may use the search details to assist other companies in performing their own searches. Third parties are not covered by this privacy policy.

In any case, we require from organizations outside the Company who handle or obtain Personal Data to acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with all the relevant data protection laws and this privacy policy.

In cases where clients have been introduced by a Tied Agent, such Tied Agent may have access to clients' information. Hence, clients hereby consent to the sharing of information with such Business Introducer.

4.2 Third Party Sites

Please be notified that Tradestone Ltd cannot be held responsible for the privacy practices of other web sites. We encourage you to read the privacy notices on the other websites you visit. We are not liable for unlawful or unauthorised use of your Personal Data due to the negligent or malicious misuse or misplacement of your passwords.

4.3 Payment Providers

In accordance with the recommendations of Payment Card Industry Security Standards Council, customer card details are protected.

4.4 Non-EEA Countries

We may transfer your Personal Data outside the European Economic Area. If we make such transfer, we will ensure that the transfer is lawful and that there are appropriate security arrangements in place to safeguard your personal data as provided by applicable Regulations. In addition, the Company follows the European Commission instruction in respect to this matter and it shall ensure that the third country in which your data may be transferred is recognized by the European Commission, as adequate in respect of the protection of your personal data.

4.5 Retention of records

The Company will retain your personal data for as long as we maintain a business relationship with you (whether as an individual, or in relation to a legal entity which you represent or in which you are a beneficial owner). A business relationship is considered to exist once your account is accepted and verified, regardless of subsequent activity (i.e. deposit, trading etc.)

We are required to retain and use your Personal Data to meet our legal obligations for data security purposes and as we consider necessary or appropriate for purposes such as:

- Complying with applicable laws and regulations.



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- Responding to requests from courts and/or other public and governmental authorities.
- Monitoring purposes compliance through compliance and anti-money laundering processes.

As a Cyprus investment firm (CIF), the Company strictly complies with Anti-Money Laundering (AML) laws and regulations, which take precedence over GDPR rules where applicable. Under Section 68 of The Prevention and Suppression of Money Laundering and Terrorist Financing Law, 188(I)/2007, we are required to maintain the following documents and information for a period of five (5) years after the end of the business relationship with the customer or after the date of an occasional transaction, or up to seven (7) years upon request by the competent authorities for the purposes of investigation.:

- Documents and information required for compliance with the customer due diligence requirements
- Relevant evidence and records of transactions
- Relevant correspondence documents

We will not keep your information longer than necessary. Retention periods will be determined based on the type of information originally collected and the purpose for which it was collected, considering applicable legal requirements.

. In any event, we will keep your information for a minimum duration as provided in the applicable Limitation of Actions Law.

For potential client personal data (an individual or authorized representative or beneficial owners of a legal entity potential client), the Company will retain your personal data for as long as legally entitled to, unless you officially request its deletion from our records. In such case, the Company will process your request in accordance with the procedures outlined in the General Data Protection Regulation (GDPR) and the applicable directives and guidelines issued by the Commissioner for the Protection of Personal Data in Cyprus.

In cases where you submit a complaint following the withdrawal/termination of your application, we will retain your Personal Data until such complaint is fully and finally resolved. The only information shall be retained is your name, surname and email address. That limited information kept solely for the purpose of satisfying your request and documenting your deletion request in accordance with data protection obligations and maintaining records within our Data Subject Request Registry.

If your application is rejected by the Company for any reason, your Personal Data will be retained for as long as necessary to fulfil the Company's internal and regulatory obligations.

In all instances, your Personal Data may be retained for a longer period where necessary due to ongoing or potential legal proceedings, to comply with regulatory requirements, or to protect the legitimate interests of the Company.

Furthermore, kindly note that we may anonymise your personal data so that it can no longer be associated with you or identify you it shall not be considered personal data as per the definition of the Law and we may keep that information without further notice to you.

4.6 Security

The Company takes precautions to ensure the security of your Personal Data and strives to keep it accurate.



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We act with care to protect the client's Personal Data from loss, destruction, falsification, manipulation, and unauthorized access or unauthorized disclosure and has developed and will maintain security procedures to safeguard Personal Data against loss, theft, copying and unauthorized disclosure, use or modification.

Access to Personal Data is limited to the company employees and authorized service providers who require to receive it in order to perform their work.

While we will use all reasonable efforts to safeguard the client's information, the client acknowledges that the use of the internet is not entirely secure and therefore, we cannot provide any guarantee concerning the security or integrity of any personal data transferred from the client, or to the client through the use of the internet.

4.7 Automated decision-making

The Company may use your Personal Data for the purpose of automated decision-making, including profiling. For such processing to take place, we request your explicit consent, and we provide you with the option to refuse or withdraw your consent. We use automated decision-making in order to fulfil our regulatory obligations imposed by law e.g. determining the appropriate maximum leverage at which you should permit to trade, and for which you may not receive an explicit notification. You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you and/or significantly affects you. You can inform us of such a decision by contacting us at dpo@fbs.eu. Pursuant to Article 22, you cannot exercise your right to object to the processing of your personal data for automated decision-making if the decision:

- a. is necessary for entering into, or performance of, a contract between you and the Company;
- b. is authorised by the European Union or Cyprus law and lays down suitable measures to safeguard your rights, freedoms and legitimate interests;
- c. is based on your explicit consent.

5. Cookies

5.1 General

Cookies are small pieces of data sent from a website and stored in a user's web browser whilst the user is browsing that website.

5.2 How we use Cookies on our Site and what Information we collect.

Like most websites, the Company uses cookies to improve the client's experience on our website as the data received from cookies enables us to determine the type of browser and settings the client is using, when he has been on our website, when he returns to the website, where he came from and to ensure his information is secure. We do not link the information we store in cookies to any personal identification information the client submits while on our site. If he chooses to opt out of cookies the client may still use our site, but the ability to use some areas will be limited.

We would strongly recommend that the client allows cookies on our website to receive the best experience possible. Turning off cookies may result in reduced performance of our website and trading platform, however if he would still like to opt out of cookies, he can do this through the website browser used. Our customer support team would be happy to talk to the client through this process if assistance is required.

For more information about the types of cookies the Company uses please see our Cookie policy.

6. Your Consent



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To use your Personal Data we require your consent, such consent will be provided in accordance with the Client Agreement that it is provided to you during the account opening procedure and is also available on the Company's website(s). The Company shall rely on the provided consent as its legal basis for processing your personal data. You have the right at any time to withdraw that consent by contacting us via phone or via email at dpo@fbs.eu.

Where you are a natural person and the use of your personal data requires your consent, the Company will request for your consent to be provided freely, specific, informed and an unambiguous indication of your desires, which by statement or by clear affirmative action, signifies agreement to the processing.

If at any case you feel compelled to consent or you will endure negative consequences if you do not, then your consent will not be valid. Additionally, your consent shall not be bundled-up as a non-negotiable part of terms and conditions, because such action would indicate that you haven't freely provided your consent.

In certain circumstances the company can process your data without your consent. The following are considered to be the most relevant:

- ✚ Processing is necessary for compliance with legal obligation to which the controller is subject.
- ✚ Processing is necessary for the performance of a contract to which the person is party, or in order to take measures of the person's request prior entering into a contract.
- ✚ Processing is necessary in order to protect the vital interests of the data subject.
- ✚ Processing is necessary for the performance of a task carried out in the public interest or in the exercise of public authority or a third party to whom the data are communicated.
- ✚ Processing is necessary for the purposes of the legitimate interests pursued by the controller or by the third party to whom the personal data are communicated, on condition that such interests override the rights, interests and fundamental freedoms of the persons.

7. Complaints

7.1 Data Protection Officer

If you have any complaints about the processing of your data, you may contact the Company's Data Protection Officer.

Contact Details of DPO

Email Address: dpo@fbs.eu
Telephone Number: 00357 25 313540
Postal address: 89 Vasileos Georgiou A' Str, 1st floor, Office 101, 4048 Limassol, Cyprus

7.2 Data Commissioner of the Republic of Cyprus

If you have received a response to your complaint by the Company which you deem to be unsatisfactory, you may also complaint to the Office of the Commissioner for Personal Data Protection in Cyprus.

Contact Details of the Office of the Commissioner for Personal Data Protection

Email: commissioner@dataprotection.gov.cy
Telephone: +357 22818456
Fax: +357 22304565
Office address: 1 Iasonos, 1082 Nicosia, Cyprus
Postal address: P.O.Box 23378, 1682 Nicosia, Cyprus



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Website: <https://www.dataprotection.gov.cy>

8. Privacy Statement Changes

The Company reserves the right to amend or update this privacy notice from time to time in order to reflect changes in legal, regulatory or operational requirements, or in the manner in which the Company processes personal data. at any time deemed necessary. In the event that, the Company materially changes this Policy including how it collects, processes or uses clients' Personal Data, the revised Privacy Notice will be uploaded on the Company's website. In this respect, the client hereby agrees to accept posting of a revised Privacy Policy electronically on the website as the actual notice of the Company to its clients. Any dispute over the Company's Privacy Policy, is subject to this notice and the Client Agreement. The client is advised to read this statement each and every time he accesses the site so that he is satisfied with the privacy conditions under which his Personal Data is provided to the Company.



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