



**HF Markets (SV) Ltd**

**PRIVACY POLICY**

## Table of Contents

1. Introduction .....	3
2. Collection of Personal Data.....	4
3. No Children's Data Collection .....	4
4. Use of Personal Data.....	5
5. Cookies .....	5
6. Links to other websites.....	5
7. Sharing and Disclosure of Personal Data .....	6
8. Business Transfers Legal Requirements .....	6
9. Marketing Communications – Services Subscriptions Preferences .....	6
10. Confidentiality and Security of Personal Data .....	7
11. Amendments to this Policy .....	7
12. Enquiries and Contact Details.....	8

## 1. Introduction

- 1.1. HF Markets (SV) Ltd (hereinafter the “**Company**” or “**we**”) which is a member of the HF Markets Group, is incorporated under the laws of Saint Vincent and the Grenadines with Registration 22747 IBC 2015 having its registered office at Suite 305, Griffith Corporate Centre, P.O. Box 1510, Beachmont, Kingstown, Saint Vincent and the Grenadines. The Company is authorised as an International Business Company under the International Business Companies (Amendment and Consolidation) Act, Chapter 149 of the Revised Laws of Saint Vincent and Grenadines, 2009 (herein the “**Law**”).
- 1.2. This privacy statement covers the website [www.hfm.com](http://www.hfm.com) and all its related sub-domains and mobile applications that are registered and operated by HF Markets (SV) Ltd.
- 1.3. The objects of the Company are all subject matters not forbidden by International Business Companies (Amendment and Consolidation) Act, Chapter 149 of the Revised Laws of Saint Vincent and the Grenadines, 2009, in particular but not exclusively all commercial, financial, lending, borrowing, trading, service activities and the participation in other enterprises as well as to provide brokerage, training and managed account services in currencies, commodities, indexes, CFDs and leveraged financial instruments.
- 1.4. The Company in accordance with the provisions of the Law, outlines in the Privacy Policy (herein the “**Policy**”) how the Company collects, maintains, uses and discloses personal information of the Client.
- 1.5. This Policy applies to HF Markets (SV) Ltd which shall follow the principles as outlined herein.
- 1.6. This Policy applies to existing clients, prospective clients, clients who have terminated their contractual relationship with the Company and website visitors (hereinafter jointly referred to as the “**Clients**” or “**you**”) who are accessing or using the Company’s website(s) and mobile applications (hereinafter referred to as the “**Platforms**”).
- 1.7. The Company is committed to protecting the privacy of all Clients ‘Personal Data which it processes in accordance with the provisions of this Policy and the Company’s Terms of Business.

- 1.8. For the purposes of this Policy, references to “Personal Data” shall mean data which identifies or may identify Clients and which may include, for example, a Client’s name, address, identification number, telephone number and date of birth.

## **2. Collection of Personal Data**

- 2.1. The Company collects different types of Personal Data through the Company’s Platforms from Clients who visit such Platforms or access, use or request products and services offered by the Company.
- 2.2. The provision of certain Personal Data is required for establishing a contractual relationship with the Company. Clients not wishing to provide such Personal Data will not be able to open an account with the Company or be provided with other products and/or services of the Company.
- 2.3. Clients have a responsibility to ensure that the Personal Data they provide to the Company by themselves or through a third party and recorded in their personal account (myHF Area) remain accurate and up to date throughout the period of their contractual relationship with the Company.
- 2.4. In addition to the information provided by Clients, the Company also lawfully collects and processes Personal Data from publicly available sources (including, inter alia, the press, social media and the internet) and third-party risk management software solutions for confirming the validity of the provided information.
- 2.5. The Personal Data received from the Client, collected and processed by the Company are required for the communication, identification, verification and assessment for the business relationship establishment with the Client, contract performance and legal compliance.

## **3. No Children's Data Collection**

- 3.1. The Company understands the importance of protecting children’s privacy. The Company's services are not intended for children under eighteen (18) years of age nor is the Company’s

website designed for use by children. Therefore, the Company does not knowingly or specifically collect children's personal data. If the Company collects such data mistakenly or unintentionally, the Company shall delete the information at the earliest possible once it obtains knowledge thereof. If the Client becomes aware of such data collection he/she shall notify the Company at [privacy@hfm.com](mailto:privacy@hfm.com).

#### **4. Use of Personal Data**

- 4.1. The Company collects and processes Personal Data which are required for the evaluation, establishment and maintenance of the contractual relationship between the Company and the Client and in order to comply with the Policy and applicable laws and regulations governing the provision of financial services. In some cases, the Company may also process the Client's Personal Data to pursue its legitimate interests or those of third parties, provided that the Clients' interests and fundamental rights are not overridden by those of the Company or the third party.

#### **5. Cookies**

- 5.1. A cookie is a small text file that is stored on a user's computer for record-keeping purposes. The Company uses cookies on its website(s) to ensure and provide the Client with a good experience when he browses our website and also allows us to improve our website.
- 5.2. To understand more about the kind of cookies we use and how you can control and delete cookies, please see our [Cookie Policy](#).

#### **6. Links to other websites**

- 6.1. The Company's website contains or may contain links to other websites or social media platforms of interest. However, once you have used these links to leave the Company's website, you should note that the Company does not have any control over those other websites. Therefore, the Company cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed

by this Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

- 6.2. The Company will not be liable for the unlawful or unauthorized use of the Client's Personal Data due to misuse and/or malicious use and/or negligence and/or misplacement of the Client's passwords either by him/her or any third party.

## **7. Sharing and Disclosure of Personal Data**

- 7.1. In the course of the performance of the Company's contractual and statutory obligations, the Client's Personal Data may be disclosed to third parties. Most of such third parties enter into contractual arrangements with the Company by which they observe data protection and confidentiality.
- 7.2. In accordance with the recommendations of Payment Card Industry Security Standards Council, customer card details are protected using Transport Layer encryption — TLS 1.2 and application layer with algorithm AES and key length 256 bit.
- 7.3. The Company does not collect, store or process any personal credit or debit card information. All payment transactions are processed through payment services providers.

## **8. Business Transfers Legal Requirements**

- 8.1. If the Company is involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another provider, Client's Personal Data and other information may be transferred to a successor or affiliate as part of that transaction along with other assets.

## **9. Marketing Communications – Services Subscriptions Preferences**

- 9.1. The Company may process Personal Data to tell its Clients about products, services and offers that may be of interest to the Client.

9.2. If the Client no longer wishes to receive any promotional communications, he may opt-out of receiving them by following the instructions included in each communication or by updating his email subscription preferences within the Client account area.

## **10. Confidentiality and Security of Personal Data**

10.1. Personal Data which the Company holds is to be treated by the Company as confidential and will not be used for any purpose other than those specified in this Policy.

10.2. Any Personal Data that the Client provides to the Company will be treated as confidential and shared only with the parties set out in Section 7 of this Policy.

10.3. Such Personal Data will not be disclosed to any other third party except if such disclosure is required under any regulatory or legal proceedings.

10.4. The Personal Data that the Client provides in connection with registering as a user of the website(s) or for the Services is classified as Registration Information. The Company offers high protection of the Registration Information provided by the Client. The Client can access his Registration Information through a password selected by him which is encrypted and known only to the Client. The Client must be careful and protect his password from any third parties. Registration Information is safely stored on secure servers that only authorized personnel have access to via password. The Company encrypts all Personal Data as it is transferred to the Company and thus makes all necessary effort to prevent unauthorized parties from viewing any such information.

10.5. Personal Data provided to the Company that is not Registration Information also resides on secure servers and is again accessible only to authorized personnel via password. This information is not accessible by the Client; therefore, no password is provided to view or modify this information.

## **11. Amendments to this Policy**

11.1. The Company reserves the right to review and amend this Policy from time to time for any reason and notify the Clients of any such amendments accordingly by posting an updated

version of this Policy on the Company's website(s). The Company will notify you about any material changes to this Policy by placing a notice on its website or by communicating with you directly.

11.2. The Company reserves the right, at its sole discretion, to withdraw this Policy without prior notice.

11.3. The Client is responsible for regularly reviewing the Policy and any amendments thereof.

## **12. Enquiries and Contact Details**

12.1. For any general enquiries regarding this Policy please contact the Company by emailing the Customer Support Department at [support@hfm.com](mailto:support@hfm.com).

12.2. For any questions about how the Company processes Client's Personal Data, please contact us at [privacy@hfm.com](mailto:privacy@hfm.com).

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