

Privacy Policy

Protecting your privacy and personal and financial data is one of our top priorities at JadeFOREX.

Important Information

This Privacy Policy relates to your use of our website(s), JadeFOREX trading platforms and applications (the "Services") and to information collected by us in relation to your opening of and use of your Account and the services provided by JadeFOREX.

Who We Are

JadeFOREX is a financial services company providing foreign exchange and derivatives trading services. We are committed to protecting your personal information and maintaining the highest standards of data security and privacy.

Company Details: Nobel Capital Group Limited of Room B11, First Floor, Providence Complex, Providence, Mahe, Seychelles.

Website: <https://jade-forex.com>

For any enquiries regarding the use of your personal data, please contact us at support@jade-forex.com.

What Personal Data We Collect and Process

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

Identity and Contact Information

- Your name, username or similar identifier, title, date and place of birth, gender, country of residence and citizenship
- Your contact information including billing address, delivery address, email address, telephone number(s)

Document Information

- Information stored in different documents in various forms or copies, including your passport, identity card, driver's license
- Documents for proof of address, utility bills, payslips/tax returns as proof of source of funds, credit checks

Financial and Economic Profile

- Your economic profile including assets, income, financial position/source of wealth, employment status, profession and industry
- Bank account and bank statement details, e-wallet and credit card information

- Details about payments to and from you, information on products and services you have purchased from us

Trading and Account Data

- Trading information including reason for opening the account, experience in trading, risk tolerance and risk profile
- Profile data such as your username and password, historical data about trades and investments you have made
- Your preferences for certain types of products and services, interests, feedback, and survey responses

Technical and Usage Data

- 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
- Information about how you use our website, mobile app, products, and services

Marketing and Communications Data

- Details from letters, emails and conversations, chats between us
- Your preferences in receiving marketing from us and third-party companies on our behalf

Publicly Available Information

- Details about you that are available online, in public records or other open sources

How We Collect Your Personal Data

We obtain this information through:

- Your use of our services and website
- Account opening applications and demo sign-up forms
- Ongoing customer service correspondence
- Third parties including marketing lists, publicly available sources, social media platforms
- Introducing brokers and affiliates, bankers and credit card processors
- Subscription-based intelligence databases, credit reference agencies
- Fraud prevention agencies, authentication service providers

How We Use Your Personal Data

We use your personal data for the following purposes:

Service Provision

- To provide you with our trading services and products
- To register and maintain your trading accounts
- To process transactions and manage your account
- To provide customer support and respond to your inquiries

Legal and Regulatory Compliance

- To comply with anti-money laundering (AML) and know-your-customer (KYC) requirements
- To comply with applicable laws, regulations, and regulatory obligations
- To prevent and detect fraud, money laundering, terrorism financing, or other crimes
- To maintain various reports and registers required by law

Business Operations

- To improve our services and develop new products and features
- To conduct risk management and assessment
- To analyze usage patterns and conduct market research
- To manage our business operations and corporate governance

Marketing and Communications

- To communicate with you about our services, products, and promotions
- To provide you with information about additional services and features
- To conduct surveys and collect feedback

Legal Basis for Processing

We process your personal data based on one or more of the following legal bases:

- **Contract Performance:** To enter into or perform our agreement with you
- **Legal Compliance:** To comply with our legal and regulatory obligations
- **Legitimate Interests:** For our legitimate business interests, subject to your rights and interests
- **Consent:** Where you have provided specific consent for certain processing activities

Who We Share Personal Data With

We may disclose your personal information to:

Within Our Organization

- Other entities within the JadeFOREX group of companies
- Employees who need access to perform their duties

Service Providers

- Payment service providers and financial institutions
- Technology service providers and system administrators
- Compliance and risk management service providers
- Customer support and communication service providers

Professional Advisors

- External auditors in relation to account audits
- Legal advisors, consultants, and other professional service providers
- All recipients are bound by confidentiality obligations

Regulatory and Legal

- Financial regulatory authorities and supervisory bodies
- Law enforcement agencies and government authorities
- Courts and arbitral bodies for legal proceedings
- Tax authorities for compliance purposes

Third-Party Authentication

- Identity verification service providers for KYC and AML compliance
- Credit reference agencies and fraud prevention services

International Transfer of Personal Data

Your personal data may be stored and processed in countries outside your residence. When we transfer your personal data internationally, we ensure appropriate safeguards are in place, including:

- Transferring only to countries with adequate data protection laws
- Implementing appropriate contractual safeguards with recipients
- Obtaining your explicit consent where required
- Ensuring compliance with applicable data protection regulations

Security and Protection

We implement comprehensive security measures to protect your personal data:

Technical Safeguards

- Encryption of sensitive data during transmission and storage
- Secure access controls and authentication systems

- Regular security assessments and vulnerability testing
- Network security monitoring and intrusion detection

Organizational Measures

- Access to personal data limited to authorized personnel only
- Employee training on data protection and confidentiality
- Confidentiality agreements for all staff and contractors
- Regular review and updating of security procedures

Physical Security

- Secure data centers with restricted access
- Environmental controls and backup systems
- Secure disposal of physical documents and storage media

Data Retention

We retain your personal data for as long as necessary to:

- Fulfill the purposes for which it was collected
- Comply with legal and regulatory requirements
- Resolve disputes and enforce our agreements

Generally, we retain personal data for:

- **Active accounts:** For the duration of the business relationship
- **Closed accounts:** Up to 7 years after account closure for regulatory compliance
- **Marketing data:** Until you withdraw consent or we no longer have a legitimate interest

Use of Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Ensure our website functions effectively
- Enhance your user experience and website performance
- Provide fraud prevention and security features
- Support your trading activities
- Collect analytics and usage statistics

You can manage cookie preferences through your browser settings. However, disabling certain cookies may affect website functionality.

Your Rights

Subject to applicable data protection laws, you may have the right to:

Access and Information

- Be informed about how your personal data is processed
- Request access to your personal data and obtain copies
- Receive information about data sharing and transfers

Correction and Updates

- Request correction of inaccurate or incomplete personal data
- Update your information to ensure it remains current
- Request completion of incomplete data

Deletion and Restriction

- Request deletion of your personal data in certain circumstances
- Request restriction of processing in specific situations
- Object to processing based on legitimate interests

Portability and Objection

- Request transfer of your data to another service provider
- Object to direct marketing communications
- Withdraw consent where processing is based on consent

Complaints

- Lodge complaints with relevant data protection authorities
- Seek judicial remedies for data protection violations

Contact Information and Complaints

Data Protection Officer

If you have questions about this Privacy Policy or wish to exercise your rights, please contact: **Email:** support@jade-forex.com

Subject Line: Data Protection Inquiry

Customer Support

For general inquiries about your account or services: **Email:** support@jade-forex.com

Website: <https://jade-forex.com>

Complaints Process

If you are not satisfied with how we handle your personal data:

1. Contact us directly using the information above
2. We will investigate your complaint promptly
3. You may also contact relevant data protection authorities
4. You have the right to seek judicial remedies

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- Changes in our business practices
- Updates to applicable laws and regulations
- Improvements to our data protection measures
- New services or features

We will notify you of material changes by:

- Posting the updated policy on our website
- Sending email notifications where appropriate
- Providing prominent notice of significant changes

The updated policy will be effective immediately upon posting unless otherwise specified.

Specific Regional Provisions

European Union (GDPR)

For EU residents, additional rights and protections apply under the General Data Protection Regulation, including enhanced consent requirements and stronger individual rights.

United States

For US residents, we comply with applicable federal and state privacy laws, including sector-specific regulations for financial services.

Other Jurisdictions

We comply with local data protection laws in all jurisdictions where we operate, ensuring appropriate standards of protection regardless of location.

Consent and Acceptance

By using our services and providing your personal data, you acknowledge that you have read, understood, and agree to this Privacy Policy. You consent to the collection, use, and disclosure of your personal data as described herein.

You may withdraw your consent at any time, subject to legal and contractual obligations. However, withdrawal of consent may affect our ability to provide certain services.

Last Updated: 2025/5/30

Version: 1.0

This Privacy Policy is designed to be comprehensive and compliant with international data protection standards. Regular reviews ensure it remains current with evolving regulations and business practices.