



## **HOW WE USE YOUR INFORMATION**

TVCM Limited, and its affiliate companies use your personal data to allow you access to requested products. By clicking the consent button on this email, you have agreed to be contacted by email. TVCM Limited may use your details to send you further educational materials to help you trade. This includes:

- Market volatility and trading setup alerts
- Promotions and products to help you trade better
- Exclusive educational and market update webinars and newsletters

You have the option to opt-out at any time from our emails by clicking the relevant unsub link at the bottom of the email communication.

We use your information to:

- Enable us to provide you with the services and information that you have requested
- Make certain that all content from our platform is presented in an effective manner for you and your device
- Analyze trends with our customers so that we can strategically improve and develop our website
- Supply you with information surrounding the products you have requested
- Also provide additional information on any other products that may interest you, unless you have specified otherwise
- Maintain steady a presence of assistance, for all your service needs
- Alert you towards any changes of services.

## **WHAT PERSONAL INFORMATION IS COLLECTED**

TVCM Limited collects and processes certain items of your personal data. For some individuals and companies that are part of our mailing list, this information is limited to simply your name, company and email address. For individuals and companies where we have a business relationship or we have explored the possibility of doing business, then we collect and process more types of information. This includes contact information: (name, address, email address and telephone number), ID

information for KYC purposes (copies of your ID card and passport and the relevant numbers, place and date of birth, gender). This information may also include details pertaining to convictions, court cases or claims, in order for client due diligence to be performed.

Additional pieces of personal information may be collected and processed as part of the course of doing business, including tax status and residency information, professional and employment information, and financial information regarding source of funds.

Your computer's IP Address may be collected and logged as you interact with our website. This data does not include any personal information about you but can be used to identify the computer you are using.

## **THE SOURCES OF YOUR PERSONAL INFORMATION**

The personal information we collect and process has been provided to us by you in order that we can include you in our mailing list and update you on developments in the sector relevant to your business or engage in business. Additional information has been collected through our correspondence with you and as part of compliance with regulatory requirements.

**User Access Request-** TVCM Limited must provide the following information free of charge:

- What personal information pertaining to the user is being processed
- Why is the information being processed
- Who has access to this personal information about the user
- Hows this personal information is being used in automated decisions
- What processes are using this information

A user access request should be completed within 30 days and include a copy of the personal information.

## **STORAGE OF YOUR INFORMATION**

TVCM Limited is the controller of your personal data. That means we take responsibility for how your personal data is collected, used and protected. We take great care to ensure that the security and confidentiality of your personal data is always respected.

Once your information is placed onto our servers, we employ strict procedures and security features to prevent all unauthorized access. We may keep your data for longer than 5 years if we cannot delete it for legal or regulatory reasons. If we do we will make sure that your privacy is protected and only use it for those purposes.

You have the option to object to how we use your data, or ask us to delete it or

restrict how we use it. Please be aware under certain circumstances it may not be possible to grant your request due to legal or regulatory claims.

As the controller of your personal data, TVCM Limited is responsible for its security and we employ a number of sophisticated and robust IT practices to ensure your data remains secure. In the unlikely event of a breach in data security and unauthorised access takes place we will immediately implement our data security response plan and take appropriate action to mitigate the impact. We will also notify both you and the relevant regulatory authorities as required under data protection legislation.

## **COOKIES**

Cookies are small information files that a website uses to track its visitors. Our website uses cookies and other web-based technologies to improve the overall capabilities of TVCM Limited. We enable the use of third-party services (like YouTube instructional videos) and distribute interest-based advertising on third-party websites. When you leave our website or click on any link that will direct you towards an external site, we are unable to control what cookies are set in. You will need to change your cookie preferences for those sites as well.

## **ONLINE TRANSACTIONS**

All payment transactions are encrypted. In the areas of our website that process online transactions, make use of third party software providers. All of these third-party services are compliant with the relevant Payment Card Industry Standards.

## **AUTOMATED PROCESSING AND PROFILING**

We do use automatic processing and profiling processes. These are automated functions which analyse clients' personal data to predict service matters relating to the customer.

## **PASSWORDS**

A password is required to access certain parts of our website. You are responsible for keeping this password safe and confidential. You must not share your password with anybody.

## **DISCLOSURE OF YOUR INFORMATION**

We do not sell, license, lease or otherwise disclose your personal information to any third party for any reason. However, we may share your details so you can obtain access to a product or service. If you previously signed up to one of our demo accounts (for Metatrader, cTrader, Currenex), we share your personal data

with these third-party trading platforms for the sole purpose of granting you access to these platforms.

## **YOUR RIGHTS**

New data protection laws confer a number of rights on subjects that have personal data held by companies. You have the right to enquire and be told if we hold or process any of your personal information in addition to the right to be provided with a copy of your personal information that we hold. If any information is inaccurate you have the right to request it be corrected and where you feel we do not have the right to hold your personal information, or you wish us to no longer process your personal data, you may request that the data be erased.

TVCM Limited is headquartered in Penfold Trading Estate. You can contact us at any time to ask any questions or raise concerns about our personal data policies or practices, your data security and your legal rights under the various international data protection regimes.

Contact us at ([customerservice@tradegatehub.com](mailto:customerservice@tradegatehub.com)), Penfold Trading Estate Office  
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