

Privacy Policy

EC Markets Group Ltd
(trading as “EC Markets”)

Privacy Policy

BACKGROUND:

EC Markets Group Ltd (“EC Markets”) understands that your privacy is important to you and that you care about how your personal data is used. EC Markets Group Ltd respect and value the privacy of everyone who visits this website www.ecmarkets.co.uk and EC Markets will only collect and use personal data in ways that are described here, and in a way that is consistent with obligations and your rights under the law.

All our employees are responsible for maintaining customer confidentiality. We provide training and education to all employees and regularly review our policies and procedures. Our aim is to make sure that you have full confidence in EC Markets policies and procedures and feel comfortable about giving us your information. We think that safely looking after your information is a key part of our relationship.

Please read this Privacy Policy carefully and ensure that you understand it.

1. Information About

www.ecmarkets.co.uk is owned and operated by EC Markets. EC Markets is a trading name of EC Markets Group Ltd registered in England and Wales under company number 07601714.

Registered address: 30 City Road, London, EC1Y 2AY

Email address: compliance@ecmarkets.co.uk

Telephone number: +44 207 6217 978.

Postal address: 30 City Road, London, EC1Y 2AY

We are authorised and regulated by Financial Conduct Authority (FCA) under license number 571881.

The company is also registered with the Information Commissioner’s Office in the United Kingdom with registration number: Z3301414.

2. What is covered under this policy.

This privacy policy details how we manage the personal information provided to us by you or a third party in connection with our provision of services to you or which we collect from your use of our services and /or our website(s) or our app(s). Our website may contain links to other websites. Please note that EC Markets has no control over how your data is collected, stored, or used by other websites (third party) and we advise you to check the privacy policies of any such websites before providing any personal information to them.

3. Personal Data.

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The General Data Protection Regulation 2016/679 and Data Protection Act 2018 require that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.

We reserve the right to change and amend this privacy notice from time to time to take into consideration new technology, changes to our operations and practices and new laws and regulations. Our most current privacy policy will govern any personal information we hold on you.

4. Data Controller

This privacy notice applies to the activities of EC Markets Group Limited, trading as EC Markets. EC Markets provides online Forex and CFD trading services and is the data controller of your personal information in relation to those services registered with the UK Information Commissioner's Office (ICO) under registration number Z3301414.

5. Information we collect.

During the ordinary course of business, we collect, retain and use information about our clients' financial situation in order to service them to the very highest professional standards.

This information is collected from several sources, and may include information received from our clients:

Electronically; or on application forms

Personal information is collected through our application and enrolment process (for example through our application forms, online) to enable us to verify your identity. We will also use your personal information to provide ongoing administration of your account, for example, in order to collect and apply deposits to your account, issue statements and so on. We also need this information to carry out our obligations and to provide you with the products and services under the terms of your contract with us. Without this we wouldn't be able to provide you with an account.

By telephone:

We will ask you for some personal details in order to enable us to identify you when you call and allow us to confirm that you're the owner or representative of the account. We will hold details of the call for audit and administration purposes and to allow us to facilitate the contract. The recording of the call will be kept for a minimum of 6 months and any documentation from the call will be kept in line with our record retention policy so that we can meet our legal obligations when resolving complaints or legal disputes.

This information may include details about your transactions with us, our affiliates, and others which may consist of:

- Data confirming your identity and contact details – Such as title, full name, date of birth, nationality, gender, contact details and contact detail history.
- Information about your employment status.
- Your residency or citizenship status.
- Information about account balances.
- Counterparties to transactions.
- Information we might receive from credit reporting companies.

6. Cookies

Cookies are small text files (cookies) created by a website that is stored in the user's computer either temporary or for the session only. Cookies provide a way for the website to recognise you and keep track of your preference.

We place cookies on our website and track any activities while you are navigating our company website. However, we do not collate or store any personal data from our website.

For more information, please visit our cookie policy.

7. How do we use your personal information.

Under the Data Protection Legislation, EC Markets must always have a lawful basis for collecting and using personal data. Like all other brokerage Firms, whenever you apply for an account, we are obliged to carry out financial reviews and assessments based on the information you have provided in order to determine your eligibility.

Comply with legal Obligations.

As a regulated entity we are required by law to have processes in place for the prevention, detection, or investigation of a crime; loss prevention; or fraud. We may also use personal information to meet our internal and external audit requirements, information security purposes, and as we otherwise believe to be necessary or appropriate: (a) under applicable law, which may include laws outside your country of residence; (b) to respond to requests from courts, law enforcement agencies, regulatory agencies, and other public and government authorities, which may include authorities outside your country of residence; (c) to enforce our terms and conditions; and (d) to protect our rights, privacy, safety, or property, or those of other persons. The personal information you provide may be used where necessary to assist our complying with these regulations.

Improve our services/performance.

We will use your information to make sure we give you and other clients the best possible service. This includes testing new systems, checking upgrades to existing systems, training, undertaking transactional analysis, conducting audits and assessing insurance risks. It also involves improving our products and services, as well as providing information to our Regulators. We do this to meet our legitimate interests in providing better services to our customers and making sure your information is appropriately protected.

Security.

If you enter any of our premises, we may record your image on our CCTV for security reasons. It is also possible that, we may also take your details to keep a record of who has entered our

premises on any given day. It is in our best interest to do this to maintain a safe and secure working environment.

Information we disclose.

We treat your personal information as private and confidential and do not sell any information about our clients.

In order to process your application for an account, we will conduct identity checks on you with one or more third party vendors such as GBG Group.

To do this, we will supply your personal information to the vendor and they will verify it. The vendors will supply us with public data (including the electoral register) as well as shared credit, fraud and financial crime prevention information.

In addition to this, we may disclose information to third parties such as data processing providers and brokers when using them to execute orders; to UK government entities like the Financial Conduct Authority or HMRC in response to any obligatory provision of information requests and to other legal or regulatory bodies should public interest require it where it is legally required by other bodies to detect, investigate or prevent crime or fraud and as otherwise requested by our clients.

We are also required to report for EMIR Reporting to Cappitech and ultimately to our regulator.

Fraud Prevention.

To make sure we help in the international fight against terrorism, money laundering, modern slavery and other criminal activities, the government requires us to screen all applications made to us. As a result of this, where necessary, we may disclose all pertinent information to fraud prevention agencies and to government bodies.

8. How long we keep your personal information.

We will keep your information for the life of your account with us. We are also required by law to ensure the information we hold is accurate, and as such, will regularly contact you in order to update our account information. We are legally obligated to hold your personal information six years. We have policies and procedures in place to ensure the information is deleted once it is no longer legally required.

9. Storage or transfer your personal information?

The UK and other EEA countries provide a high standard of data protection and privacy. However, we may manage your accounts or provide other trading services from outside the UK and EEA that do not have a similar level of data protection laws. If this is the case, we will require your personal information to be protected at minimum to UK standards. In order to achieve this, we ensure that we only transfer personal information to:

- countries that have been confirmed as protecting personal information to UK and EU standards

Whilst we endeavour to achieve the above, on some occasions, this may not be possible and as such we will put contractual requirements in place which ensure information is protected to UK and EU standards.

EC Markets takes the safeguarding of your data very seriously. EC Markets has taken measures and precautions to protect the security of your personal information. Our employees understand to respect the confidentiality of your personal information. We ensure our compliance with this privacy policy and applicable laws and regulations.

We hold personal information in secure computer storage facilities, paper-based files, and/or other records. When we consider that personal information is no longer needed, we will remove any details that will identify you and we will securely destroy the records.

10. **Sharing of personal information.**

We may share your personal information with cooperation partners who provide services on our behalf or have introduced you to us or other cooperation partners or suppliers we have engaged with. It is in our legitimate interest to use your personal information in such way to provide you with our services.

11. **Your Consent.**

Where the use of your personal information by us requires your consent, such consent will be provided in accordance with the applicable customer terms and conditions available on our website(s) or any other contract we may have entered into with you or stipulated in our communication with you from time to time. Where we rely on your consent as our legal basis for processing your personal information, you have the right to withdraw your consent at any time by contacting us using the contact details set out below.

12. **Your Right.**

Data protection law gives you a number of rights when it comes to personal information, we hold about you. The key rights are set out below. More information about your rights can be obtained from the Information Commissioner's Office ("ICO") at <https://ico.org.uk/>

Under certain circumstances, by law you have the right to:

- Be informed in a clear, transparent and easily understandable way about how we use your personal information and about your rights. This is why we are providing you with the information in this notice. If you require any further information about how we use your personal information, please let us know.
- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it (for instance, we may need to continue using your personal data to comply with our legal obligations). You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to us using your information on this basis and we do not have a compelling legitimate basis for doing so which overrides your rights, interests and freedoms (for instance, we may need it to defend a legal claim). You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

- Request the transfer of your personal information to another party where you provided it to us and we are using it based on your consent, or to carry out a contract with you, and we process it using automated means.
- Withdraw consent. In the limited circumstances where we are relying on your consent (as opposed to the other bases set out above) to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate interest in doing so.
- Lodge a complaint. If you think that we are using your information in a way which breaches data protection law, you have the right to lodge a complaint with your national data protection supervisory authority (if you are in the UK, this will be the ICO).

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, withdraw your consent to the processing of your personal information or request that we transfer a copy of your personal information to another party, please contact us via our compliance team as per details below.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us understand the nature of your request, to confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Please consider your request responsibly before submitting it. We will respond to your request as soon as we can. Generally, this will be within one month from when we receive your request but, if the request is going to take longer to deal with, we will let you know.

13. How do you contact us.

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: compliance@ecmarkets.co.uk

Telephone number: +44 207 6217 978.

Postal Address: 30 City Road, London, EC1Y 2AY

14. Changes to the Privacy Policy.

EC Markets may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be immediately posted on our website www.ecmarkets.co.uk and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our website following the alterations. We recommend that you check this page regularly to keep up to date. This Privacy Policy was last updated 2025.