

## **PRIVACY POLICY**

This Privacy Policy sets out how TF Global Markets (South Africa) (Pty) Ltd T/A ThinkMarkets uses and protects any information that you give ThinkMarkets when you use this website. ThinkMarkets and its subsidiaries treat personal information we collect through this website, associated websites, mobile sites, mobile applications and other channels as private and confidential.

### **Collection**

We collect personal information directly from you, and where lawful and reasonable, we may collect personal information about you from third parties and publicly available sources, such as credit reporting and government agencies for the purposes set out below.

We use your personal information to:

- meet our responsibilities to you
- follow your instructions
- process your personal information for ordinary business purposes (this includes to open and maintain your account, give effect to transactions, administer claims where applicable, manage our risks and maintain our overall relationship with you)
- carry out statistical and other analyses to identify potential markets and trends, evaluate and improve our business (this includes improving existing and developing new products and services)
- tell you about services and products available by ThinkMarkets
- make sure our business suits your needs, and
- comply with applicable laws and regulations

### **Consent**

We will process your personal information only once you give us your consent willingly or in accordance with the law. We obtain your consent through our product and services agreements. We will only disclose your personal information if:

- The law requires it;
- We have a public duty to disclose the information;
- Our or your legitimate interests require disclosure; or
- You agreed that we may disclose your information.

### **Third parties**

We ask individuals, organisations and our subsidiaries and affiliates for support. When we do this, they have to agree to our privacy principles, associated policies and practices. We will not disclose your personal information to external organisations that are not our service providers, unless you gave us your consent, or unless we may do so by law, or if it is necessary for the conclusion or performance of our agreement with you.

### **Transfer across borders**

Sometimes we will process your personal information in other countries, either to carry out your instructions or for ordinary business purposes. These countries may not have the same level of protection. We will only process your personal information with your consent. If necessary, we will ask the party to whom we transfer your personal information to agree to our privacy principles, associated policies and practices.

### **Security**

We are committed to ensuring that your information is secure. Our security systems are designed to prevent loss, unauthorised destruction, damage and/or access to your personal information from unauthorised third parties.

### **Marketing by electronic means**

If you give us permission, we may use your personal information to tell you about products, services and special offers from us or other companies that may interest you. We will do this through email, text message (SMS), social media platforms or notify you on your mobile applications. If you later decide that you do not want us to do this, please contact us through our customer service channels to stop this service.

### **Our use of technology to follow your use of our website**

While you are using our websites or mobile applications, we automatically process certain personal information, such as visits to our website. We use this information to find out which areas of our website people visit most and to monitor the use of our websites. This helps us to add more value to our services. This information is gathered in such a way that we do not get personal information about any individual or their online behaviour on other websites.

### **Collection of information via website activity**

For statistical purposes we collect information on website activity (such as the number of users who visit our web site, the date and time of visits, the number of pages viewed, navigation patterns, what country and what systems users have used to access the site and, when entering our website from another website, the address of that website) through the use of 'cookies'. This information on its own does not identify an individual but it does provide us with statistics that can be used to analyse and improve our web site. We may also collect your personal information via your use of our website. Generally, the information that we collect is the information provided by yourself. To evaluate the effectiveness of our website advertising, we may use third parties to collect statistical data. No personal data is collected on these occasions.

### **Cookies**

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we are not responsible for their security. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and always read

the privacy statement applicable to these websites.

### **Controlling your personal information**

- You may choose to restrict the collection or use of your personal information in the following ways: Whenever you are asked to fill in a form on the website, click the applicable box to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [support@thinkmarkets.com](mailto:support@thinkmarkets.com)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

### **Right to change this privacy statement**

We may change this privacy statement. We will publish all changes on our website. The latest version of our privacy statement will replace all earlier versions, unless it says differently.

### **Queries and complaints**

If you have any queries or complaints about privacy, please contact our Compliance Officer:

#### **Physical address:**

61 Katherine Street Sandhurst, 2196 South Africa

**Telephone:** +27 10 446 5933