



## **PRIVACY AND CONFIDENTIALITY POLICY ("Policy")**

### **Introduction**

This Policy illustrates the Company's commitment to confidentiality and discretion in collecting, using, and maintaining information collected from you. The Company produce this Policy in its intention to meet fully recognised standards of personal data privacy protection and to comply with the requirements of all applicable data protection/privacy law.

This Policy relates to the information supplied by you when you visit the Company's website and when you attempt to register an account with the Company. Your use of the Company's website and the voluntary submission of identification information during your attempted registration of an account indicates your acknowledgement and acceptance of this Policy.

The Company reserves the right to amend this Policy and will place any such amendments on the Company's website.

### **Collection**

The Company collects information when you visit the Company's website or when you attempt to register an account with us so that we can assess your needs and preferences, provide the desired experience and eventually facilitate business dealings between you and the Company.

### **Use & Disclosure**

With your consent which is explicitly provided with your use of the Company's website and your attempt to register for a Company's account, the Company will use the personal information collected only as appropriate to provide you with quality service and security. Unless legally compelled to disclose, we are committed to safeguard and keep in utmost confidentiality all information relating to you.

In providing your personal contact details, you are giving consent to the Company to contact you using the provided details and to market to you additional products, services or promotions that the Company deems to be of interest to you. You have the option to opt-out at any time from the marketing emails by sending "Unsubscribe" in an email to [cs@nagmarkets.com](mailto:cs@nagmarkets.com).



The Company maintains strict standards and procedure to safeguard the security and confidentiality of all collected information especially sensitive information. The Company will attempt to de-identify all sensitive information and will also undertake steps to delete all personal information of an individual when the information is no longer in need. The Company ensures its staff complies with the strictest standards of security and confidentiality; however, you should also undertake the responsibility to uphold the secrecy of your user identification and login details.

### **Company's affiliates and partners**

The Company may share information with the Company's affiliates and partners if the information is required for the provision of product or services you requested for. Furthermore, we may also share information with joint marketing partners to ensure that you only receive offers that are most relevant and useful to you. The Company do not share your personal information for any otherwise purpose with affiliates and partners.

### **Third Parties**

The Company will not sell, license, lease or disclose confidential information to any third party except if required by law to regulator, law enforcers or other government authorities, or when necessary to protect the Company's rights or property.

Further to that, the Company may engage another company to help out with internal function like account processing, order fulfilment, client service, client satisfaction surveys or other support services or data collection activities relevant to the Company's business, however we will make sure that the third-party company is made aware of this Policy and abides by it.

### **Security**

The Company stores all collected information on secure servers. All payment transactions will be encrypted using SSL technology. The Company will implement the strictest and most secure procedures and features to safeguard the personal data collected/ received. Unfortunately, the transmission of information via the Internet is not completely secure so the Company cannot guarantee the security of the data transmitted therefore all transmission is done at your own risk.

### **Website**

In order to enhance the user experience of the Company's website, "cookie" will be used. A cookie is a small amount of information that the Company's web server sends to the user's web browser with the intention to provide the Company with useful information like the user's interest and usage of the Company's website. Cookies do not contain



personal or confidential information and cannot be used to identify the user, the Company is simply using the information to enhance and improve the user experience of the website.

Furthermore, the Company may also share website usage information through pixel tags that can be used to note the pages user visited with reputable advertising companies for targeted advertisement's purpose. The pixel tags also do not contain any personally identifiable information.

### **Accurate And Up-To-Date Information**

The Company ensures that the personal information it collects, uses and discloses is relevant, accurate, complete and up-to-date at all times.

The Company urges you to contact us to update any personal information once there is a change and the Company will take reasonable steps to correct any inaccurate information in record or provided to affiliates, partners or third parties within 30 days of being notified or made aware. We do not charge you for correction of information.

### **Incidents/ Complaint Handling**

The Company maintains a Complaint Handling Policy to effectively handle and resolve your complaints.

You can make a complaint to the Company about the treatment or handling of your personal information by any of the following ways:

- by mail,
- by telephone,
- by e-mail,
- in writing, or
- verbally, both delivered personally

Complaints should be address to the following:

- i. Front Office

Name:	Customer Service
Email ID:	<a href="mailto:cs@nagmarkets.com">cs@nagmarkets.com</a>
Contact Number:	(+61) 2 8257 3483
Physical Address:	Suite 2, Level 3, 64 Talavera Road, Macquarie Park, NSW 2113, Australia.

- ii. Compliance



Name:	Compliance
Email ID:	compliance@nagmarkets.com

iii. Financial Services Authority

Name:	Financial Services Authority in Seychelles <a href="https://fsaseychelles.sc">Complaint Handling (fsaseychelles.sc)</a>
Email ID:	complaints@fsaseychelles.sc
Contact Number:	+248 4 380 800
Address	<a href="#">The Chief Executive Officer</a> <a href="#">CC. Policy (Information &amp; Communication Unit)</a> <a href="#">Financial Services Authority</a> <a href="#">Bois De Rose Avenue</a> <a href="#">P.O Box 991, Victoria</a> <a href="#">Mahé, Seychelles</a>