



# PRIVACY POLICY

May 2025

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Risk Warning: Trading Forex and Contracts for Difference (CFDs) on margin carries a high level of risk and may not be suitable for everybody. The high degree of leverage can work against you as well as for you.

Before deciding to trade Forex and CFDs, you should carefully consider your trading objectives, level of experience and risk appetite. The possibility exists that you could sustain a loss of some or all of your initial trading capital. You should be aware of all the risks associated with trading Forex and CFDs and seek advice from an independent adviser if you have any doubts.

**Web Privacy Notice:**

All information contained on EBC Financial (MU) Limited website is not intended for any particular country, public group or organizations.

EBC Financial (MU) Limited ensures the right of each individual's right to privacy, EBC Financial (MU) Limited certifies that all person information collected through the website concerning the user identity, address, telephone numbers, birth date and other personal information pertaining to the user will stay confidential and will NOT be shared, sold, or exchanged.

**Cookies:**

EBC Financial (MU) Limited at times may access cookies on your computer for the purpose of obtaining information which website, banners and advertisements bring the user to our website.

**SSL Technology:**

EBC Financial (MU) Limited uses secure Sockets Layer (SSL) to protect information the user transmits to EBC Financial (MU) Limited while using our trading platform. This technology is intended to prevent the interception of this information by an unauthorized third party.

**COLLECTION AND RETENTION OF YOUR PERSONAL INFORMATION**

We collect your personal information both directly from you and indirectly as a result of your relationship with us. We may use the information collected to verify your identity, open a trading account for you (including issuing you with an account number and password), provide statements and trade confirmations, facilitate account funding and withdrawals, amongst other account and customer service related reasons. We may also use this information to notify you of any new and existing products, services, and promotions that may be of interest to you.

Most of the information we collect is provided directly by you. This information includes, but is not limited to, personal details, such as your name, address, date of birth, telephone number, and e-mail address, information required pursuant to regulatory requirements verifying your identities, such as a passport or other government-issued photo identification, financial information such as your account trading details, annual income, net worth, risk capital financial information, bank account details, and credit card information, and other information such as your IP address, web browser type, operating system, and your internet service provider. We will limit the collection of personal information to what is necessary to enable us to provide you with services and products.

You may request a copy of the most up-to-date version of your personal information held by us and you may request any correction, amendment, or update to maintain the accuracy of your personal information. Should you close your account with us, we will retain your personal information, but we will only use it to comply with our regulatory requirements and to periodically contact you to notify you of new products, services, and promotions we may offer from time to time.

## SECURITY OF YOUR PERSONAL INFORMATION

We employ physical, electronic, and procedural safeguards in order to protect your personal, financial, and account information and to offer you a safe and secure trading environment.

When you open an account with us, you are issued a unique account number and password, as well as a unique user id and password to enable you to access our website securely.

Our employees are required to maintain and protect the confidentiality of your information and must follow established procedures to do so.

We limited access to your personal, financial, and account information to those employees and employees of our affiliates who need to know in order to conduct business, including servicing your account. These employees will have access to your account number and user id. Although certain employees have the ability to reset your account password and website password for you, they will not have access to your password, as they are not saved in our systems.

We have employed adequate security measures based on recognized international standards, to safeguard your information and protect it from being disclosed, compromised, or leaked.

Your personal, financial, and account information, including your credit card details (where applicable), will be disposed of or purged from our records based on our data retention policy, which is in compliance with recognized international standards.

You are ultimately and solely responsible for maintaining the secrecy of your account number, user id, and passwords. In order to better safeguard this information, we highly recommend you the following precautions:

- Do not disclose your account number, user id, and passwords to anyone;
- Do not save your account number, user id, and passwords on any shared, public or private computer, tablet, mobile phone, or any other device;
- Avoid using public computers at internet cafes and similar places to access our website whenever possible;
- Immediately change your account website passwords after your first log-in;
- Change your account website passwords regularly and whenever you believe there may have been a breach or when you believe a breach may occur in the future;
- Choose strong passwords that are not easily breakable, including capitalized letters, numerical values, and symbols, and differ from other passwords you are using for other accounts;
- Do not configure the save password option on the web browser you are using;
- Ensure that the computer, tablet, mobile phone, or another device you are using has security controls, such as antivirus software;

- Ensure that the website you are accessing is a legitimate one;
- Make sure that the website is changed to "https" prior to entering any information, such as personal information, log-ins, passwords, and credit card information to ensure information is encrypted during transmission;
- Do not continue the transmission if the SSL Certificate of the website you are accessing does not belong to EBC Financial (MU) Limited
- Validate all calls, emails, or other communications from EBC Financial (MU) Limited are genuine prior to disclosing any personal, financial, or account information; and
- Notify EBC Financial (MU) Limited immediately if you believe your account or website access has been compromised.