

## Privacy Statement

The purpose of this privacy policy is to provide you, with details of how X Open Hub, a registered trading name of XTB Limited (“X Open Hub”, “we” or “us”), collects and uses information, including where applicable any personal data, supplied to us through the website <http://xopenhub.pro>, and any telephone, chat or email communication that we may send you or your company.

Please read this privacy policy carefully. It is the stated policy of X Open Hub that we will act in accordance with current legislation and aim to meet current best practice with regard to the processing of personal data. This policy may be amended from time to time so please check it regularly.

We understand the importance of maintaining the privacy of your personal information. By entrusting us with your information, we would like to assure you of our commitment to keeping it private. We have taken measurable steps to protect the confidentiality, security and integrity of your information. This statement should be read together with any additional terms and conditions, disclaimers or other contractual terms you have entered into with us, where applicable, as well as any applicable mandatory laws and regulations.

### The data we collect

We may collect data from you in a number of ways:

- Whilst visiting the X Open Hub website we may collect data from you in the following ways:
  - data submitted by you through website forms, such as the contact request form, or chat messages;
  - information on the pages you request; such as the time of visit, content requested, internet protocol address and other information that your browser may send to our web servers; and
  - through the use of cookies to identify you, your browser, browsing preferences and whether you visited the X Open Hub website from various content and/or promotional material we place on other websites or in email.
- When we send or receive emails from you:
  - the address and content of such emails;
  - whether such emails are successfully delivered; and
  - when you receive, open or click on content in emails we may send and any subsequent visits you make to the X Open Hub website.
- When you call us or we call you:
  - the telephone number you are calling from;
  - the date time and content of any such call; and
  - we may record such telephone conversations.

We may also combine the data provided by or obtained from you, with information we may have collected or obtained from other sources, such as public records and bodies or private organisations.

### Cookies

You can access and browse the X Open Hub website without disclosing personal information. When accessing the website anonymously we use cookies to identify your browser, but this information is not personally identifiable.

Cookies are small files of information, which often include a unique identification number or value, which are stored on your computer’s hard drive as a result of you using the X Open Hub website. The purpose of this information is to provide you with a more relevant and effective experience on this website, including presenting web pages according to your needs or preferences. Cookies are frequently used on many websites on the internet and you can choose if and how a cookie will be accepted by changing your preferences and options in your browser. You may not be able to access some parts of this site if you choose to disable the cookie acceptance in your browser. We therefore recommend you enable cookie acceptance to benefit from all the services on the website.

Some of our business partners (e.g. advertisers) may use cookies on our site. We have no access to, or control over, these cookies. This privacy statement covers the use of cookies by this site only and does not cover the use of cookies by any third party.



### How we use or data

We will use information collected from you to provide the information and services requested by you and to improve the quality of our service. Unless you are informed otherwise, the personal information we hold is used for reviewing your ongoing needs, enhancing customer service and products, giving you ongoing information or opportunities that we believe may be relevant to you.

We limit access of your data to only those employees or partners that need to know the information in order to assist in carrying out your request for products or services. We have procedures in place regarding how to safeguard and use non public personal information.

Depending on the product or service concerned we may disclose data to:

- service providers and specialist advisers to us who have been contracted to provide us with administrative, financial, research or other services;
- referring parties and introducing partners with whom we have a mutual relationship;
- courts, tribunals and regulatory authorities as agreed or authorised by the law, and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding; or reference agencies;
- anyone authorised by an individual, as specified by that individual or a contract.

The following measures are in place to safeguard your personal data:

- Access to your account is controlled by password and username which are unique to you
- Your personal data is stored on secure servers
- Payment details are encrypted using Ingrain devices which provide tamper-resistant protection of cryptographic keys to ensure encrypted data is kept private and secure.

While we will use all reasonable efforts to safeguard personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data transferred from you, or to you via the internet.

We will not keep information for any longer than is required. In many cases, personal information must be kept for considerable periods of time. Retention periods will be determined taking into account the type of personal information that is collected and the purpose for which it is collected, considering the requirements applicable to the situation and the need to destroy outdated, unused information at the earliest reasonable time.

Our website contains links to websites operated by other parties. We provide the links for your convenience, but we do not review, control or monitor the privacy practices of websites operated by others, and this privacy policy does not apply to such third party websites. We are not responsible for the performance of websites operated by third parties or for your business dealings with them.

### Consent

By continuing to use the X Open Hub website and through providing personal data to us, you consent to our use of your personal data as set out in this policy

### Access to the personal data we may hold about you

Under the Data Protection Act, you have the right to obtain a copy of any personal information which we hold about you and to advise us of any perceived inaccuracy. The Act does set out some exceptions to this.

To make a request, please contact us, verifying your identity and specifying what information you require. We may charge a fee.

You may contact us via e-mail [compliance@xtb.co.uk](mailto:compliance@xtb.co.uk) or write to us at XTB Limited, Level 34, One Canada Square, Canary Wharf, London, E14 5AA, United Kingdom.

If you have any questions regarding this policy, wish to access or change your information or have a complaint, or if you have any questions about security on our Website, you may email us at [compliance@xtb.co.uk](mailto:compliance@xtb.co.uk).