



## XTB Limited Privacy Policy

The purpose of this privacy policy is to provide you, with details of how XTB Limited ("XTB Limited" "we" or "us") will collect and use the information you supply to us, including where applicable any personal data.

Please read this privacy policy carefully. It is the stated policy of XTB Limited that we will act in accordance with current legislation and aim to meet current best practice with regard to the processing of personal data.

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.

If you decide to apply to open an account with us, there is certain information that we will require from you in order to do so. This information includes, but is not limited to personal details such as name, address, date of birth, contact details, employment details, assets and liabilities, payment details, including credit card, debit card and bank account details, and other necessary financial information. From time to time we may also request further information to help us improve our service to you. We obtain most of the information directly from you through application or other forms, and from maintaining records of information provided in the course of ongoing customer service. We may also collect information about your use of the website, such as pages visited, frequency and duration and visit and trading activities.

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 establishing and managing your account, 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 and particular restrictions on sensitive information, this means that personal information may be disclosed 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 the 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 your 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, bearing in mind the requirements applicable to the situation and the need to destroy outdated, unused information at the earliest reasonable time.

You may inform us at any time that your personal details have changed or that you wish us to delete personal information we hold about you by emailing us at [ukservice@xtb.co.uk](mailto:ukservice@xtb.co.uk). We will change or delete your personal information in accordance with your instructions, except to the extent that we are required to hold your personal information for regulatory or legal purposes, to provide you with the services you have requested or to maintain adequate business records.

If you open an account with us, you will need to use our trading software which enables us to use cookies in relation to your access to this website.

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 this trading software and accessing this 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, particularly the secure parts of the website. We therefore recommend you enable cookie acceptance to benefit from all the services on the website.

Some of our business partners (e.g. advertisers) 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.

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.

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.

From time to time, we may update this Privacy Statement. In the event we materially change this Privacy Statement, the revised Privacy Statement will promptly be posted to the websites and we will post a notice on our websites informing you of such changes. You agree to accept posting of a revised Privacy Statement electronically on the website as actual notice to you. Any dispute over our Privacy Statement is subject to this notice and our Customer Agreement. We encourage you to periodically check back and review this policy so that you always will know what information we collect, how we use it, and to whom we disclose it.

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).