

Privacy Policy



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1. Introduction

IFX Brokers (referred to as “International FX Brokers”, “IFX Brokers (Pty) Ltd, the “Company”, “us”, “we”, “our”, “ours”, “ourselves” as appropriate) is a trading name of IFX Brokers Holdings (Pty) Ltd (Registration No. 2017/027249/07). IFX Brokers Holdings (Pty) Ltd is an Issuer of CFDs and acts as counterparty to client transactions. Our distribution and market conduct is regulated by the Financial Sector Conduct Authority (Authorized Financial Services Provider number 48021). The issuance of CFD’s is regulated by The Financial Markets Act, 2012. Our registered address is 2nd Floor, West Tower, Nelson Mandela Square, Maude Street, Sandton, 2196.

2. Scope of policy

International FX Brokers (Pty) Ltd. (referred to as “IFX Brokers (Pty) Ltd, the “Company”, “us”, “we” and “our”) provides you with this Privacy Policy to describe the information we collect through our products and services and how this information is used. IFX Brokers reserves the right to modify this policy as deemed fit at any time. The latest Privacy Policy will always be available on our Website.

3. Privacy Statement

- 3.1. Protecting the privacy and safeguarding the personal and financial information of our clients and Web site visitors is one of our highest priorities.
- 3.2. IFX Brokers (Pty) Ltd. respects your privacy and is committed to protecting the personal information you provide to us.
- 3.3. This Privacy Policy describes the information we collect through our products and services and how this information is used.
- 3.4. By opening an account or by using our Web site, you consent and agree to the information collection processing and practices described in this policy.
- 3.5. For the purpose of the Data Protection Acts, 1988 and 2003, the data controller is International FX Brokers (Pty) Ltd. (“IFX Brokers (Pty) Ltd.”, “we”, “us”, “our”).

4. Collection of Data

- 4.1. When you apply to open an account with the us, we require the completion of an online application form found on our website(s). By completing the online application form you are requested to provide the Company with private information in order for the us to evaluate your application and comply with the applicable laws and regulations governing the provision of financial services.
- 4.2. IFX Brokers may collect the following personal data:
 - 4.2.1. Personal details such as name, address, telephone number and/or e-mail address through forms;
 - 4.2.2. Financial details such as estimated annual income and net worth, trading experience and investment knowledge through forms;
 - 4.2.3. Identity verification Documents such as passport and ID, utility bills, and/or bank statements or company information/corporate documents in case of an entity.
 - 4.2.4. Information about your usage pattern of our website and trading platforms;
 - 4.2.5. Record of trading activities to improve our services.

5. Usage of personal information

- 5.1. We use personal information only as appropriate to provide you quality service and security. The personal information IFX Brokers holds is for (but not limited to):
 - 5.1.1. We may also use this information to establish and set up your Client account, issue an account number and a secure password, maintain your account activity, and contact you with account information.
 - 5.1.2. Reviewing your current requirements
 - 5.1.3. This information helps us improve our services to you, customize your browsing experience and inform you about additional products, services or promotions that may be of interest to you.
 - 5.1.4. We also assess your trading experience, your approximate annual income and approximate net worth to assess your financial position.

6. Our Affiliates and Partners

- 6.1.1. We may share information with affiliates if the information is required to provide the product or service you have requested or to provide you the opportunity to participate in the products or services our affiliates offer.
- 6.1.2. We may also forge partnerships and alliances, which may include joint marketing agreements, with other companies who offer high-quality products and services that might be of value to our clients.
- 6.1.3. In order to ensure that these products and services meet your needs and are delivered in a manner that is useful and relevant, we may share some information with partners, affiliates and alliances.
- 6.1.4. This allows them to better understand the offers that are most relevant and useful. The use of your personal information is limited to the purposes identified in our relationship with the partner or affiliate.



7. Non-affiliated third parties

- 7.1. We do not sell, license, lease or otherwise disclose your personal information to any third party for any reason, except as described below.
- 7.2. We reserve the right to disclose your personal information to third parties where required by law to regulatory, law enforcement or other government authorities or when necessary to protect our rights or property.
- 7.3. To help us improve our services to you, we may engage another business to help us to carry out certain internal functions such as account processing, order fulfilment, client service, client satisfaction surveys or other support services or data collection activities relevant to our business.
- 7.4. Information we collect from you may also be transferred to, and stored at, a destination outside the Republic of South Africa. It may also be processed by staff operating out-side the Republic of South Africa who work for us or for one of our suppliers.
- 7.5. We may also provide a party with client information from our database to help us to analyse and identify client needs and notify clients of product and service offerings.
- 7.6. Use of the information shared is strictly limited to the performance of the task we request and for no other purpose.
- 7.7. All third parties with whom we share personal information are required to protect personal information in a manner similar way we protect personal information.

8. Choice/Opt-out

- 8.1. If the Client no longer wishes to receive any promotional communications, he may opt-out of receiving them by following the instructions included in each communication.
- 8.2. The Client will be notified when his personal information is collected by any third party that is not the Company's agent/service provider, and the Client can make an informed decision as to whether or not to share his information with that party.

9. Security Disclaimed

- 9.1. All information you provide to us is stored on secure servers. Any payment transactions will be encrypted using SSL technology.
- 9.2. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Web site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.
- 9.3. IFX Brokers (Pty) Ltd. takes all reasonable steps to safeguard and protect the data residing on our servers.
- 9.4. We will in particular abide by any processing of personal data law(s), and any other applicable data protection laws and rules in respect of the personal data compromised in your information.
- 9.5. The obligation to safeguard the confidentiality and not to disclose information do not apply to information that is in public domain or is made public not due to the Parties' actions (or failure to act); or is in legal possession of one of the Parties and was not subject to an obligation of confidence or non-disclosure at the moment of its receipt by such Party.

10. Marketing

- 10.1. We may use your data to provide you with information about our goods and services which may be of interest to you and us or our agents may contact you about these by post and telephone.

11. Use of "cookies" and other Tracking Technologies

- 11.1. Like many websites, IFX Brokers (Pty) Ltd. uses cookies to assist us in securing your trading activities and to enhance the performance of our Web site. (Cookies are small text files sent from the Web server to your computer). Cookies used by us do not contain any personal information nor do they contain account or pass-word information. They merely allow the site to recognize that a page request comes from someone who has already logged on.
- 11.2. A third party may be used to track and analyse usage and statistical volume information, including page requests, form requests, and click paths. The third party may use cookies to track behaviour and may set cookies on behalf of us. These cookies do not contain any personally identifiable information. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Web site or unable to avail of any of our services.

12. Your rights

- 12.1. You have the right to request a copy of the information held by us about you. We may charge a fee for this. You also have the right to access your data, have changed any inaccuracies in the details we hold about you, the right to object to the use of your data and the right to block any specific uses of your data, by means of a request in writing to IFX Brokers (Pty) Ltd., PO Box 3446, Jeffreys Bay, 6330.



13. Changes to this Privacy Statement

- 13.1. From time to time, we may update this Privacy Statement. In the event we change this Privacy Statement, the revised Privacy Statement will promptly be posted to the Web sites and we will post a notice on our Web sites informing you of such changes.
- 13.2. You agree to accept posting of a revised Privacy Statement electronically on the Web site as actual notice to you. Any dispute over our Privacy Statement is subject to this notice and our Customer Agreement.
- 13.3. 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.
- 13.4. If you have any questions that this statement does not address, please contact our Compliance Team at compliance@ifxbrokers.com

