



Privacy Policy

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TREX Markets (hereinafter called "The company", "we", "our" or "us") is a company authorized and regulated by the Financial Services Commission, Mauritius (the 'FSC') in Mauritius license number C119023919.

We place a high priority on the protection and safeguarding of our clients' personal and financial information. In order to open and maintain customer accounts, it is necessary to obtain and retain personal information. This policy outlines how we manage such information to ensure we meet our obligations to our customers' privacy in accordance with applicable privacy laws.

Why do we collect your personal information?

In order to confirm your identity, and the appropriateness of our products to your circumstances, we collect personal information from you. During the account opening process, we will request your name, address, date of birth, contact details, income and savings. We may ask for additional information such as, but not limited to, trading statements and employment details.

This information is necessary to meet our legal and regulatory requirements. Should you choose not to provide some information it may mean that we cannot provide you with the service you have requested. To keep the information as up to date as possible, we will change any details, such as your address, promptly when you inform us that they have changed.

How do we collect this information?

We obtain most of your personal information directly from you through application forms or telephone conversations, and from maintaining records of information obtained in the course of ongoing customer service. We may also use our own records and information from other sources where applicable.

We may also obtain information about you through your use of our websites, apps or through the use of cookies on our websites.

Sometimes we may ask for other information voluntarily (including through market research, surveys or special offers) so that we can improve our service or better cater to the wider needs of our existing and future clients.

We may also record communications that we have with you in relation to the services we provide to you and our relationship with you. These recordings may be in electronic format, by telephone, in person or otherwise and will be our sole property, constituting evidence of the communications between us. Such telephone conversations may be recorded without the use of a warning tone or other notice.

If you choose not to provide the information we request, we may not be able to provide you with the product or service you need, or open your trading account.

How do we use this information?

The primary purpose for obtaining this information is to establish and manage an account for you. We will be able to keep you updated whilst you are a client in relation to matters such as your trading account and the services and products we offer. We may send you marketing information from time to time based on the information you have provided, whilst being conscious of the need to respect your privacy. You accept that whilst you have an account with the company, that we may also use your personal data for identification verification, Anti-Money Laundering and Countering Terrorist Financing (AML/CTF) purposes.

We will not sell your personal data, but you agree that it may be disclosed to:

- Any Courts, regulatory or other official bodies as agreed or may be required by law
- Credit reporting or reference agencies
- Other third party service providers who we may engage to provide research, identity verification checks or other services to us.
- Anyone authorised by you, or who may be authorised under the terms of our contract
- We will require any organisation to whom we disclose your information or who may obtain it on our behalf to ensure its confidentiality, and to handle it in accordance with the applicable privacy laws . Please note the company does not sell or provide your personal information to third parties for marketing purposes.

How will we manage and store your confidential information?

Your information will be held on our secure computer systems and paper files. We have advanced systems and procedures in place to prevent any unauthorised access, improper modification or disclosure, misuse or loss of information. Our employees are trained to handle personal information with confidentiality and respect. We regard any breaches of this policy very serious and will take appropriate action as necessary.

We may need to store your information for some time after you have given it to us, even if we no longer have a relationship with you. Once we consider that that information is no longer needed, we will remove any records that identify you or destroy it securely.

Our Cookies Policy

Cookies are tiny pieces of information stored as text files on your computer or device when you visit certain web pages. We use cookies to keep track of the web visitors' journey on the website and to remember your preferences when you return to the website.

When you use our website, the cookies will be used for customizing the site itself. We also allow our technology partners to place cookies that determine the type of browser and computer you are using, where you have been on the website and where you came from. The purpose of using these cookies is to enable us to analyse website usage and to improve your experience by tailoring this website to your preferences. Cookies are a useful tool for the user and website operator. While all cookies serve a useful purpose, a small number of cookies serve a necessary purpose. We utilise these necessary cookies without user consent when absolutely necessary for site functionality. Examples of these cookies include those associated with the user's language preference and maintaining sessions between our web pages.

We do have relationships with carefully selected and monitored suppliers who may also set cookies during your visit to be used for remarketing purposes. So that we can show you different products and services based on what you appear to be interested in. If you'd like to opt out of these cookies, please see below.

You may disable the acceptance of cookies by modifying your web browser settings; however, if you do so you may be logged out unexpectedly. You can however block just third-party cookies.

If you wish to know more about cookies, please consult the help menu on your web browser or visit independent information providers such as www.allaboutcookies.org. If you have any questions regarding our privacy or security measures, please contact us.

Additional Information

We do our best to ensure your information is kept up to date. We understand that such information changes frequently such as changes of address and other personal circumstances ,and can normally update your personal information over the telephone or by email.

In accordance with the applicable privacy laws, you may request a copy of the personal information we hold about you, and ask us to amend any inaccuracies. We may charge a fee to cover the cost of this verification and will provide the information within 40 days of receipt of your request and any applicable fees.