





# Privacy Policy

**Arbitrage Prime Limited** | Version 1 | November, 2024

## **ARBITRAGE PRIME LIMITED**

Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia

 [www.arbitrageprime.com](http://www.arbitrageprime.com)

 [support@arbitrageprime.com](mailto:support@arbitrageprime.com)

 +971 - 045549891



**Arbitrage Prime Limited** (referred to as "we," "our," or "us") is committed to safeguarding your privacy and ensuring the protection of your personal data. This Privacy Policy outlines how we collect, use, and safeguard the information you provide while using our services on [www.arbitrageprime.com](http://www.arbitrageprime.com).

By accessing our website and services, you agree to the practices outlined in this Privacy Policy. We encourage you to read this document carefully to understand how your personal information is managed.

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## 1. Introduction

Arbitrage Prime Limited operates in compliance with applicable data protection laws and best practices. Our employees are trained to handle your personal information with utmost confidentiality. Breaches of privacy are taken seriously, and disciplinary actions will be enforced where necessary.

To ensure adherence to privacy standards, we have designated a Data Protection Officer (DPO) responsible for managing compliance with this policy.

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## 2. Data We Collect

We may collect and process the following categories of personal information:

### a. Information You Provide:

- Personal details: Name, address, date of birth, email address, and phone number.
- Financial information: Bank account details, tax information, and payment records.
- Identity verification documents: Government-issued IDs, utility bills, or other proof of identity.
- Additional information provided voluntarily: Data collected through surveys, promotions, or feedback forms.

### b. Information Collected Automatically:

- Technical data: IP address, browser type and version, operating system, and device details.
- Usage data: Pages viewed, navigation patterns, page load times, and other interactions with our website.

### c. Information from Third Parties:


We may receive data from credit agencies, anti-money laundering (AML) databases, or other business partners to comply with legal and regulatory obligations.


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### 3. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your browsing experience. Cookies help us:

- Analyze website performance and usage.
- Provide personalized content and advertisements.
- Improve site functionality.

For detailed information, please refer to our Cookies Policy.

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### 4. How We Use Your Data

Your information is used for the following purposes:

- To fulfill our contractual obligations and provide the requested services.
  - To process transactions, including deposits, withdrawals, and transfers.
  - To communicate updates, offers, or changes to our products and services.
  - To comply with regulatory requirements, such as AML/KYC obligations.
  - To enhance our website and ensure secure access.
  - To analyze trends and improve customer experiences.
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### 5. Disclosure of Your Information

We may share your information with the following entities:

- Affiliates and partners within the Arbitrage Prime group.
- Service providers for administrative, financial, and IT services.
- Regulatory bodies, auditors, or law enforcement agencies when required by law.
- Third-party marketing or advertising platforms, provided you have given your consent.

We do not sell your personal data to third parties.

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### 6. Data Security


We take robust measures to protect your information, including:


- Encryption for sensitive data during transmission.
- Secure storage systems with restricted access.
- Regular audits of our data protection practice.

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Although we strive to secure your data, no online system can guarantee absolute protection.

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## 7. International Data Transfers

Your data may be processed or stored in locations outside your country of residence. By using our services, you consent to such transfers, which will always adhere to applicable data protection regulations.

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## 8. Your Rights

You have the following rights regarding your data:

- Access: Request a copy of your data.
- Correction: Request corrections to inaccurate or incomplete data.
- Deletion: Request deletion of your data where legally permissible.
- Restriction: Limit the processing of your data under certain conditions.
- Objection: Opt out of direct marketing or other processing activities.

To exercise your rights, please contact our DPO at [legal@arbitrageprime.com](mailto:legal@arbitrageprime.com).

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## 9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of external sites, and we encourage you to review their privacy policies independently.

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## 10. Policy Updates


We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. Any updates will be posted on this page with a revised date.

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## 11. Contact Us

For questions, concerns, or complaints about this Privacy Policy, please contact:

**Email:** [legal@arbitrageprime.com](mailto:legal@arbitrageprime.com)




**Address:** Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia.

We will respond to your inquiries promptly and address any concerns in accordance with applicable laws.

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