



Privacy Policy

DUO Markets is an introductory broker of Eurotrade SA (Pty) Ltd. Eurotrade SA (Pty) Ltd offers execution-only and custody services to the clients introduced by DUO Markets. DUO Markets is a tradename of TUTORES-FX S.A.C.

1. THE COLLECTION OF PERSONAL INFORMATION

- 1.1. The Company collects the necessary information required to open a client's trading account, perform transactions, and safeguard the clients' assets and privacy and provide clients with the services they require. In this respect, the Company gathers information from clients and may, in certain circumstances, gather information from banks and/or credit agencies, and/or clearing agencies and/or other sources which will help the Company to construct the clients' profile based on their requirements and preferences to provide its services effectively.
- 1.2. The information the Company collects includes information required to communicate with and identify its clients. The Company may also collect certain demographic information, including, birth date, education, occupation, etc. The Company also assesses trading-related information. The Company does not store any kind of information related to the clients' credit cards.
- 1.2. In accordance with the recommendations of the Payment Card Industry Security Standards Council, customer card details are protected using Transport Layer encryption – TLS 1.2 and application layer with algorithm AES and key length 256 bit.

2. USAGE OF PERSONAL INFORMATION

- 2.1. The Company uses clients' personal information only as required to provide quality service and security to its clients. This information helps the Company to improve its services, customize browsing experience and enables it to inform its clients of additional products, services or promotions relevant to clients and in this respect, the clients hereby consent to the usage of this data for such purposes.
- 2.2. If the clients do not want to receive information of this nature for any reason, they can contact the Company at the following address: support@eurotrader.com

3. PROTECTION OF PERSONAL INFORMATION

- 3.1. Any personal information provided by the client to the Company will be treated as confidential and shared only within the Company and its affiliates and will not be disclosed to any third party except under any regulatory or legal proceedings. In case such disclosure is required to be made by law or any regulatory authority, it will be made on a 'need-to-know' basis unless otherwise instructed by the regulatory authority. Under such circumstances, the Company shall expressly inform the third party regarding the confidential nature of the information.

4. AFFILIATES AND PARTNERS

- 4.1. The Company may share information with affiliates in the event such information is reasonably required by such affiliates to provide the products or services to its clients. The Company may share information with partners, affiliates and associates to offer additional similar products and services that meet clients' needs and are delivered in a manner that is useful and relevant only where clients have authorized the Company to do so.

5. NON-AFFILIATED THIRD PARTIES

- 5.1. The Company does not sell, license, lease or otherwise disclose clients' personal information to third parties, except as described in this Privacy Policy.
- 5.2. The Company reserves the right to disclose personal information to third parties where required by Law, regulatory and other government authorities. The Company may also disclose information as necessary to credit reporting or collection agencies as reasonably required in order to provide the services to Company and/or its clients.
- 5.3. In addition, the Company may engage third parties to help carry out certain internal functions such as account processing, fulfilment, client service, client satisfaction surveys or other data collection activities relevant to its business. Use of the shared information is strictly limited to the performance of the above and is not permitted for any other purpose. All third parties with which the Company shares personal information are required to protect such personal information in accordance with all relevant legislation and in a manner similar to the way the Company protects the same. The Company will not share personal information with third parties which it considers will not provide its clients with the required level of protection.
- 5.4. In cases where clients have been introduced by a Business Introducer, such a Business Introducer may have access to clients' information. Hence, clients hereby consent to share information with such Business Introducer.

6. CONTACT CLIENTS

- 4.1. From time to time the Company may contact clients whether by phone or email for the purpose of offering them further information about the Company, binary options trading or financial market trading. In addition, the Company may, on occasion, seek to contact clients, whether by phone or by email, for the purpose of informing them of unique promotional offerings provided by the Company for the client. Clients consent to the receipt of such contact when they consent to our terms and conditions of use when registering with the Company. Any person wishing to opt-out of further contact with the Company at any time whatsoever is entitled to do so, simply by contacting the Company whether by phone or email and requesting that no further contact on behalf of the Company be made.
- 4.2.

7. RESTRICTION OF RESPONSIBILITY

The Eurotrader website may contain hyperlinks or links to other sites, and other sites may link to our sites. These websites that may be linking to or from the company site may have their own privacy policies. The company privacy policy applies exclusively to Eurotrader, and information collected by us. The company is not responsible for the privacy policies or the content of the sites you link to, nor do we have control over the use or security of information provided by you or collected by those sites. If you choose to link to one of these websites, you may be asked to supply registration or other information. It is important that you realise this information is going to a third party, and you should become familiar with the privacy policy provided by that third party.

8. USE OF "COOKIES"

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

The Company collects the information from you electronically when you visit our websites, including the date and time of visit, the number of pages viewed, and how you navigate through our Websites. Cookies are small files containing information that a website uses to track its visitors. The Company may set and access Eurotrader cookies on your device, enabling us to learn which advertisements and promotions bring users to our website. The Company or any of its affiliates or divisions may use such cookies. The Company uses cookies to capture data to help us improve the service offered and to make improvements in relation to the quality of the content contained on our Websites. You can choose whether to accept Cookies or not on your device.

9. PRIVACY POLICY UPDATES

The Company may update this Privacy Policy from time to time. In the event that the Company materially changes this Policy including how it collects, processes or uses clients' personal information, the revised Privacy Policy will be uploaded to the Company website. In this respect, the clients hereby agree to accept the posting of a revised Privacy Policy electronically on the website as the actual notice of the Company to its clients. Any dispute over the Company's Privacy Policy is subject to this notice and the Client Agreement. The Company encourages its clients to periodically review this Privacy Policy so that they are always aware of what information the Company collects, how it uses it and to whom it may disclose it, by the provisions of this Policy.