

## **FBK MARKETS' PRIVACY POLICY**

### **Purpose**

FBK Markets(Pty) Ltd (FBK Markets) is a private company registered in South Africa. FBK is a juristic representative of RCG Markets, which is an is authorized Category 1 Financial Services Provider(FSP 49769) with the Financial Sector Conduct Authority.

To achieve our objectives we must collect and use information which includes Personal Information in terms of the Protection of Personal Information Act No 4 of 2013(POPI). Information that alone or jointly with other factors identifies you as a person is personal information in terms of POPI. Personal Information includes, but is not limited to, information such as your name, contact details, telephone number, biometric information, registration number etc.

We treat all personal information that is collected as private and confidential.

### **Right to change this Privacy Statement**

We have the right to change this Privacy Statement to align with changes in the law or changes in technology which has an impact on how we process your personal information. We will provide you with the latest version of our privacy statement. The latest version will replace previous versions.

### **Collection of Personal Information**

Personal information is collected directly from you (data subject) and may be collected indirectly from other external sources for purposes of complying with the law.

Due to the type of service that we provide it is important for us to have a complete view of the data subject. We need to be proactive and pre-emptive in effectively identifying risks that impacts our data subjects. We may therefore use other sources to find information, sources such as:

- Regulators
- Social Media

### **The purpose for collection of personal information**

We collect your personal information for a number of reasons including, but not limited to, the following:

- Onboarding
- Invoicing
- Trading

- Account maintenance
- Marketing
- Communication
- Training
- Any other service as governed by contractual agreements.

### **Personal information that we collect**

We collect different attributes of your personal information at specific points of our processes, to fulfil legal requirements and internal business purposes. Some of the information we collect is:

- Identity number ( company registration numbers, ID number),
- Email-addresses, addresses, telephone number
- Names, surname, demographic information, language,
- Education, financial, employment information,

We may not be able to carry out our legislative mandate and provide our services to you or procure your services without your personal information.

### **Our affiliates and partners**

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. 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. 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. 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.

We request, where appropriate, the third parties with whom we share information with, to take adequate steps and comply with applicable data protection laws and protect the information disclosed to them. We accomplish this through contractual arrangements with these third parties. We also have internal controls to ensure that the third parties we appoint have appropriate controls to protect the information we provide to them.

If you want to learn more about our internal measures, please contact the FBK Markets Privacy Officer.

### **Transborder Information flows**

Processing of personal information is only done within the borders of South Africa.

### **Your Rights**

As a data subject, you have certain rights that you can exercise in relation to the personal information we hold about you. You can exercise your right to:

- Ask for access to the information we hold about you. We may, if allowed by law, charge for this.
- Request correction and updates to the personal information we hold about you.
- Object to the way we use personal information about you.
- Request that information be deleted that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully or where we are no longer authorized to keep such information.
- Submit complaints to us about the way we use your personal information. If you are not satisfied with how we handle your complaint, you can lodge a complaint with the Information Regulator.

### **Security Practices**

The security systems and controls we have implemented are designed to maintain confidentiality, prevent loss, unauthorised access, and damage to information by unauthorised parties.

### **Use of cookies on website**

Cookie technology is used on our website. Cookies are small files which are stored on a user's computer when you use our website. We have non-essential cookies that allow us to distinguish users, and strict transport security which enables a website to declare itself as a secure host.

### **Retention of Personal Information**

Our Record Retention Policy defines how long we keep all types of records, including any personal information we process. Personal information is retained and destroyed as required or authorised by law.

### **Contact Us**

For any queries, requests, questions or complaints about our Privacy Policy and how we process your personal information, please contact our Information Officer, at [vincent@fbkmarkets.com](mailto:vincent@fbkmarkets.com).

### **Access to and Correction of Personal Information**

You may access, amend and correct your personal information that we hold about you by sending an email to [vincent@fbkmarkets.com](mailto:vincent@fbkmarkets.com).

### **Physical address:**

158 Block GG  
Soshanguve

**Information Regulator Information**

Address: JD House,  
27 Stiemens Street  
Braamfontein  
Johannesburg, 2001

Email: enquiries email: [infoereg@justice.gov.za](mailto:infoereg@justice.gov.za).  
Complaints: [complaints.IR@justice.gov.za](mailto:complaints.IR@justice.gov.za)