

QBN Global Ltd. Privacy Policy

Introduction

Protecting your privacy is a core priority for **QBN Global Ltd.** This Policy describes how we handle personal and financial information when you visit our website, mobile application or use our trading services. It explains what data we collect, how and why we use it, and the measures we take to safeguard it. In line with data protection regulations, we provide clear information about the purposes of processing, how long information will be retained and who it may be shared with.

Who We Are

QBN Global Ltd. (registration number 2024-00578) is a brokerage company incorporated under the laws of Saint Lucia. Our registered office is at **Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia**. When you register an account or communicate with us, the QBN Global entity that provides the service becomes the controller of your personal data. Your information may be exchanged between QBN Global companies where needed to deliver our services. For all privacy-related enquiries please contact **support@qbnglobal.com**.

Personal Data We Collect

We collect a variety of personal data in order to deliver our services and comply with legal obligations. Depending on how you interact with us, this may include:

- **Identification information:** your full name, username, nationality and citizenship, date and place of birth, gender and country of residence;
- **Contact details:** your postal and billing addresses, email address and telephone numbers;
- **Verification documents:** copies of passports, identity cards, driving licences and documents that prove your address or source of funds (e.g. utility bills, payslips, tax returns);
- **Financial information:** bank account and statement details, credit or debit card information, e-wallet identifiers, employment status, profession, industry and overall financial position;
- **Trading profile:** your reasons for opening an account, trading experience, risk tolerance and risk profile.
- **Transaction data:** records of deposits, withdrawals and transfers, products and services purchased, details of trades and investments, and payment method information.
- **National identifiers:** tax identification numbers and country of tax residence.

- **Technical and usage data:** your internet protocol (IP) address, login information, browser type and version, time zone setting and location, operating system, device characteristics, and information about how you use our website, mobile application and services.

We may obtain some of this information directly from you (for example when you complete our forms, upload documents, participate in surveys or correspond with us) and some from third parties such as introducers, brokers and credit reference agencies.

How We Collect and Use Your Data

We collect personal data when you register a personal area, open an account, access our trading platform, contact us by phone, email or live chat, take part in promotions, or respond to surveys. We may also receive data from third-party service providers, publicly available sources and partners such as introducing brokers and payment processors. We only collect data that is necessary to identify you, manage your account, comply with our legal obligations and improve our services.

We use your personal data to:

- verify your identity and contact details and open, manage and operate your trading accounts;
- process deposits, withdrawals and other payments and keep a record of transactions;
- perform customer due diligence and meet anti-money-laundering and fraud prevention requirements;
- assess your trading experience and ensure that products are suitable for you;
- provide customer support, respond to your requests and resolve disputes;
- communicate with you about our services, including important updates, new features and promotions;
- monitor and analyse how you use our products so we can improve them;
- carry out research and market analysis and conduct surveys; and
- comply with applicable laws and regulations.

When you access our website we also use **cookies** to make it function effectively, enhance security and support your trading activities. Cookies are small text files sent from our web server to your device that allow us to recognise your browser and collect aggregated usage statistics. You can manage cookies through your browser settings.

We provide privacy information at the time your data is collected or, where we obtain personal data from another source, within one month of receiving it.

Sharing Your Personal Data

We only disclose personal information where necessary and on a lawful basis. Your data may be shared with:

- other QBN Global group companies as required to provide you with our services;
- payment service providers, banks, e-wallet providers and card processors in order to process deposits and withdrawals;
- authentication and identity verification services to meet our regulatory obligations;
- professional advisers, auditors and consultants who support our business operations under confidentiality agreements;
- regulators, law enforcement bodies or governmental agencies when required by applicable law or to protect our rights; and
- third parties engaged to provide functions on our behalf (such as IT support, hosting and analytics) who are contractually bound to protect your information and use it only for the specified purposes.

We may also share your data with entities involved in a merger, acquisition or sale of our business. Wherever possible we require third parties to demonstrate adequate data protection standards before sharing information with them.

Security and Protection

We recognise that the security of your personal data is essential. QBN Global maintains appropriate technical and organisational measures designed to keep your information confidential and secure. These measures include risk analysis, documented information-security policies, access controls, firewalls and encryption. We regularly test and review our security arrangements to ensure they remain effective and up to date. Our systems are configured to prevent unauthorised or unlawful processing and to protect against accidental loss, destruction or damage. We also require our service providers to apply similar standards of protection.

Retention of Personal Data

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to satisfy legal, accounting or reporting requirements. We have documented retention schedules that set standard periods for different categories of information, and we periodically review the data we hold. When information is no longer needed, we will either securely delete it or anonymise it so that it can no longer be linked to you. We may retain certain records for longer if required by law, or for archiving in the public interest, scientific or historical research or statistical purposes provided that appropriate safeguards are in place.

International Transfers

Your personal data may be stored or processed in countries outside of your country of residence. When we transfer data internationally we ensure that appropriate safeguards are in place, such as relying on adequacy decisions, standard contractual clauses or other lawful transfer mechanisms that protect your information.

Your Rights

Data protection laws provide you with specific rights in relation to your personal information. These include:

- **Right of access:** to obtain a copy of the personal data we hold about you and information about how we process it;
- **Right to be informed:** to know how and why your personal data is collected and used;
- **Right to rectification or erasure:** to request correction of inaccurate information or deletion of data that we no longer need;
- **Right to restrict processing:** to limit how we use your data in certain circumstances;
- **Right to object:** to object to certain types of processing, including direct marketing;
- **Right to data portability:** to receive your data in a structured, commonly used format and have it transmitted to another controller; and
- **Right not to be subject to a decision based solely on automated processing.**

You can exercise any of these rights by contacting us using the details below. If we rely on your consent to process your data, you may withdraw that consent at any time. Please note that exercising certain rights may affect our ability to provide some services.

Changes to this Policy and Contact Information

We may update this Privacy Policy from time to time to reflect changes in law, our operations or best practice. The latest version will always be available on our website, and we encourage you to review it periodically. When material changes are made we will notify you by email or through our online platform. Continued use of our services after the changes take effect will constitute your acceptance of the updated Policy.

If you have questions, concerns or complaints about how we process your personal data, or if you wish to exercise any of your rights, please contact **support@qbnglobal.com**.