

**PRIVACY NOTICE**

As part of our day-to-day business we need to collect personal information from our customers and potential customers, website users, service providers and suppliers to ensure that we can meet contractual and legal obligations and their needs for a range of financial services and provide them with information about our services.

Your privacy is important to us and it is our policy to respect the confidentiality of information and the privacy of individuals. This notice outlines how we manage your personal information supplied to us by you or a third party in connection with our provision of services to you or which we collect from your use of our services and/or our app(s) or website(s). It also details your rights in respect of our processing of your personal information.

Our privacy notice will be reviewed from time to time to take account of new obligations and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Any personal information we hold will be governed by our most current privacy notice.

Any reference to 'us', 'our', 'we' or 'IG' in this privacy notice is a reference to IG Markets South Africa Limited as the context requires unless otherwise stated.

Similarly, any reference to 'you', 'your', 'yours' or 'yourself' in this privacy notice is a reference to any of our customers and potential customers, website users, and suppliers as the context requires unless otherwise stated.

**WHO WE ARE?**

This privacy notice applies to the processing activities of IG Markets South Africa Limited with registered office at The Place, 1 Sandton Drive, Sandton, Gauteng, 2196, South Africa (registration number 2010/000229/10).

IG Markets South Africa Limited provides CFD services and is the responsible party of your personal information in relation to those services.

IG Markets South Africa Limited is one of the responsible parties within the IG Group and the responsible party may change from time to time in line with developments in the IG Group business.

**WHAT KIND OF PERSONAL INFORMATION DO WE COLLECT?**

We may collect the following types of information about you:

- name, address and contact details
- date of birth, identity number (for corporates) and gender
- financial information, including information about your income and wealth including details about your assets and liabilities, account balances, trading statements, tax and financial statements
- profession and employment details
- location data
- trading performance
- any other similar information

We obtain this information in a number of ways through your use of our services or other dealings with us including through the our websites, apps, the account opening applications, our demo sign up forms, webinar sign up forms, subscribing to news updates and from information provided in the course of ongoing customer service correspondence. We may also collect this information about you from third parties either through bought-in third party marketing lists, publicly available sources or through our refer a friend scheme.

We also keep records of your trading behaviour, including a record of:

- products you trade with us and their performance
- products we trade on your behalf and their performance
- historical data about the trades and investments you have made including the amount invested
- your preference for certain types of products and services

We may also obtain personal information about you through your use of our websites (including [www.dailyfx.com](http://www.dailyfx.com)) apps or through the use of cookies on our websites and/or apps, in particular by recording which pages you look at on our website(s).

We may ask for other personal information voluntarily from time to time (for example, through market research, surveys or special offers). If you choose not to provide the personal information we need to fulfil your request for a specific product or service, we may not be able to provide you with the requested product or service.

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

**HOW DO WE USE PERSONAL INFORMATION?**

Further, if you visit any of our offices or premises, we may have CCTV, which will record your image.

We may use personal information for the following purposes:

- to verify your identity and establish and manage your account
- to provide you with products and services, or information about our products and services, and to review your ongoing needs
- to help us improve our products and services, including customer services, and develop and market new products and services
- to form a profile about you
- to investigate or settle enquiries or disputes
- to comply with applicable law, court order, other judicial process, or the requirements of any applicable regulatory authorities
- to provide references about you
- to send you surveys
- data analysis
- marketing by us
- corporate restructuring
- security

For further details and information on your rights please visit: <https://www.ig.com/za/privacy>

**WHO MAY WE DISCLOSE PERSONAL INFORMATION TO?**

As part of using your personal information for the purposes set out above, we may disclose your information to:

- other companies within the IG Group outside South Africa who provide financial and other back office services subject to the necessary legal arrangements for safeguarding that information
- service providers and specialist advisers who have been contracted to provide us with administrative, IT, financial, regulatory, compliance, insurance, research or other services
- introducing brokers with whom we have a mutual relationship
- credit providers, courts, tribunals and applicable regulatory authorities as agreed or authorised by law or our agreement with you
- tax authorities
- credit reporting or reference agencies
- anyone authorised by you

## WHO MAY WE DISCLOSE PERSONAL INFORMATION TO? (CONTINUED)

Generally, we require that organisations outside the IG Group who handle or obtain personal information acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with the all relevant data protection laws and this privacy notice.

Third party service providers such as credit-referencing agencies may keep a record of any searches performed on our behalf and may use the search details to assist other companies in performing their searches.

Where we do share your information with third parties outside of South Africa, we have arrangements in place to ensure that they comply with applicable privacy and security requirements.

Your personal information will be transferred and processed outside of South Africa. Such transfer and processing will be subject to the necessary legal measures for safeguarding that information.

Please note that the use of your personal information by external third parties who act as responsible parties of your personal information is not covered by this privacy notice and is not subject to our privacy standards and procedures.

## HOW DO WE OBTAIN YOUR CONSENT?

Where our use of your personal information requires your consent, such consent will be provided in accordance with the applicable customer agreement available on our website(s) or any other contract we may have entered into with you or as set out in our communication with you from time to time.

## MANAGEMENT OF PERSONAL INFORMATION

We always take appropriate technical and organisational measures to ensure that your information is secure. In particular, we train our employees who handle personal information to respect the confidentiality of customer information and the privacy of individuals. We regard breaches of your privacy very seriously and will impose appropriate penalties, including dismissal where necessary.

We have appointed an Information Officer to ensure that our management of personal information is in accordance with this privacy notice and the applicable legislation.

## HOW DO WE STORE PERSONAL INFORMATION

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, by mail, over the internet or any other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

When we consider that personal information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

However, we may need to maintain records for a significant period of time in accordance with applicable laws and regulations.

Where you have opted out of receiving marketing communications we will hold your details on our suppression list so that we know you do not want to receive these communications.

## COOKIES

### • WHAT IS A COOKIE AND HOW DO WE USE COOKIES?

A cookie is a small pieces of text stored on your computer or device when you visit a website or an app.

We use cookies on our websites or our apps to provide you with a more relevant and effective experience, including presenting web pages according to your needs or preferences. For further information about cookies and how we use cookies, please refer to our website.

### • TECHNOLOGY IMPROVEMENTS

We are constantly striving to improve functionality on this site through technology changes. This may mean a change to the way in which personal information is collected or used. The impact of any technology changes which may affect your privacy will be notified in this privacy notice at the time of the change.

### • LINKS TO THIRD PARTY WEBSITES

Our websites or our apps may have links to external third party websites. Please note, however, that third party websites are not covered by this privacy notice and those sites are not subject to our privacy standards and procedures. Please check with each third party as to their privacy practices and procedures.

For more information on cookies and how we use them, please see our Cookies Policy at <https://www.ig.com/za/cookies>.

## WHAT IF YOU HAVE A COMPLAINT?

If you have a concern about any aspect of our privacy practices, you can make a complaint. This will be acted upon promptly. To make a complaint, please contact us via one of the methods set below.

Additionally, if you have a concern about any aspect of our privacy practices, including the way we have handled your information, you can lodge a complaint with the Information Regulator. You can find details of how to do this at: [justice.gov.za/infocore](http://justice.gov.za/infocore)

If you have any questions about this privacy notice or want to exercise your rights, please contact us by:

- phone on +27 10 344 0053;
- email at [helpdesk.za@ig.com](mailto:helpdesk.za@ig.com); or
- writing at the address provided in the "Who are we?" section of this privacy notice

## ACCESS POLICY

This policy will govern all dealings between IG ('us', 'our' and 'we' as appropriate) and the applicant customer ('you', 'your', 'yours' and 'yourself' as appropriate) during the application process. Once you open an account with us, your dealings with us will be governed by the applicable customer agreement for that account type.

In return for us granting you access to the Electronic Trading Services, you agree to the following terms.

For the purposes of this policy, 'Electronic Trading Services' means any electronic services (together with any related software or application) accessible by whatever means we grant you access to or make available to you either directly or through a third party service provider.

You will take all reasonable steps to ensure that no computer viruses, worms, software bombs or similar items are introduced into any computer hardware, software, applications, equipment or network facilities you use to access our Electronic Trading Services.

We and our licensors (as the case may be) will retain the intellectual property rights in all elements of the software and such software and databases contained within our Electronic Trading Services and you will not in any circumstances obtain title or interest in such elements.

With respect to any market data or other information that we or any third party service provider provide to you in connection with your use of any Electronic Trading Services, you agree that: (a) we and any such provider are not responsible or liable if any such data or information is inaccurate or incomplete in any respect; (b) we and any such provider are not responsible or liable for any actions that you take or do not take based on such data or information; (c) such data or information is proprietary to us and any such provider and you will not retransmit, redistribute, publish, disclose or display in whole or in part such data or information to third parties except as required by applicable regulations or as agreed by us; (d) you will use such data or information solely in compliance with the applicable regulations and this policy; and (e) we may at our absolute discretion remove your access to market data at any time.

No one other than a party to this policy, their successors and permitted assignees shall have any right to enforce any of its terms.

This policy and all our dealings with you are in all respects governed by and construed and interpreted in accordance with English law, and the courts of England and Wales will have non-exclusive jurisdiction to settle any legal action or proceedings arising out of or in connection with this policy, including any non-contractual disputes and claims. Nothing in this term will prevent us from bringing proceedings against you in any other jurisdiction.

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