

Privacy Policy

This Policy is in line with applicable national and international legal frameworks, taking into account the nature, scope, context and purposes of processing as well as the risks to the rights and freedoms of natural persons. XALP Global Markets has implemented appropriate technical and organisational measures to ensure pursuance to relevant data protection legislations. This policy stands as the cornerstone to XALP Global Markets' compliance with such legislation and is reviewed and updated accordingly.

The present Policy provides data subjects with information on how XALP Global Markets collects personal data, what is done with it and with whom it may be shared.

We ask that you read this privacy policy carefully as your privacy on the internet is of crucial importance to us. It also contains important information on who we are, how and why we collect, store, use and share personal information, your rights in relation to your personal information and how to contact us in the event you have a complaint.

Who we are

XALP Global Markets ("us", "our" or "we") collects, uses and is responsible for certain personal information about you. We act as the controller of that personal information for the purposes of applicable laws.

Data Controllers and Contracting Parties

Regardless of your place of residence, XALP Global Markets will be the controller of your personal data provided to, or collected by, or processed in connection with our services.

Whether information has to be provided by you, and if so why

The provision of "Your Data" is required to enable us to provide our services. We will inform you at the point of collecting information whether you are required to provide such information.

Information collected by us

In the course of your registration as a client, signing up for a demo or live account with XALP Global Markets, or filling in any form on our website, subscribing to our services, communications or posting material, the following information ("Your Data") will be collected and stored for administrative, service-related and/or legal purposes.

We limit the collection of personal information to what is necessary to administer our business and provide services.

Information you provide directly

- Personal information (name, address, ID/passport, email, etc.)
- Financial information, trading experience and employment information
- This also includes data generated through your interaction with our services, such as:
- Website usage history and communication data
- Traffic and location data
- IP address, browser type, and system data (aggregated where possible)
- Communications via email, chat or telephone
- Your email may be used for service-related and marketing communications. You may opt out at any time by clicking “unsubscribe” or emailing info@xalpglobalmarkets.com

Type of data collected and purpose

Personal Information → Identity verification and compliance (KYC)

Contact Information → Communication and service delivery

Financial & Employment Information → Appropriateness assessment

Identification Documents → Verification and compliance checks

Device & IP Data → System administration and account setup

Sanctions/Credit Data → AML screening and fraud prevention

How we use your personal information

We use your data to:

- Provide and improve our services
- Communicate with you
- Administer your account
- Fulfil contractual obligations
- Monitor system performance
- Detect fraud and ensure security
- Send updates and marketing (where consented)

Who we share your personal information with

We do not sell your data. We may share it with:

- Service providers (technology, onboarding, support, analytics)
- Legal authorities where required by law
- Third parties for compliance and fraud prevention

(Some providers may be located outside your country of residence. We ensure appropriate safeguards are in place.)

Cookie Data

We use cookies to improve functionality and user experience. Please refer to our Cookies Policy for details.

International Transfers

Your data may be transferred outside your country where necessary for service delivery. Appropriate safeguards will be applied in accordance with applicable laws.

Legal Requests & Harm Prevention

We may disclose data where required by law or where necessary to:

- Prevent fraud or abuse
- Protect users or the business
- Respond to legal requests
- Your Rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion (subject to legal obligations)
- Restrict or object to processing
- Withdraw consent
- Data portability

To exercise your rights, email: info@xalpglobalmarkets.com

Legal Basis for Processing

We process data based on:

- Contractual necessity
- Legal obligations
- Legitimate interests (e.g. fraud prevention, service improvement)

Data Security

We implement appropriate technical and organisational safeguards to protect your data from unauthorised access, loss or misuse.

Data Retention

We retain personal data for as long as necessary for business and legal purposes.

After that, data will be deleted unless required to be retained by law.

Change of Control

In the event of a merger or sale, your data may be transferred to the new entity, subject to this policy.

Complaints

If you have concerns, contact us first. You may also escalate complaints to a relevant authority in your jurisdiction.

Contact Us

Email: info@xalpglobalmarkets.com

Changes to this Policy

This policy may be updated from time to time. Updates will be communicated via our website or email.