



SAVEXA

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Privacy and Cookies Policy



Savexa

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Scope of the Policy

Trade Tide Ltd (hereinafter referred to as the “**Company**”), is incorporated and registered in Comoros Union, with registration No. HT00324038. The Company’s registered address is located at Bonovo Road, Fomboni, Island of Moheli, Comoros Union. The Company is authorized and regulated by the Mwali International Services Authority as an International Brokerage and Clearing House with license number BFX2024065.

We recognize how critical it is to protect the privacy and confidentiality of the personal data we have on our customers and other parties. This Policy (henceforth referred to as this "Policy") describes how we handle and safeguard the private data you provide to us and that we retain about our customers. You implicitly agree to this policy by using our services and visiting our website.

Periodically, this policy will be reviewed to reflect any modifications to our operations or practices and to ensure that it continues to be relevant in light of evolving laws, technological advancements, and business environments. You should periodically review this policy to make sure you approve of any modifications. Our most recent policy will apply to any information held.

Collection and processing of personal information

You must first fill out an application form and send it to us with the necessary details before you can register an account with us. In order for the Company to evaluate your application and adhere to the applicable rules and regulations, you are required to provide personal information when filling out the application form. The company may also use the information you give to notify you about its services.

Through your use of our services, we collect this information in a variety of ways, such as through any of our websites, applications, account opening forms, demo sign-up forms, webinar sign-up forms, news update subscriptions, and information supplied during regular customer support correspondence. Additionally, we might get this information about you from outside sources, like publicly accessible sources.

We use the personal information you provide to confirm your identity and contact details. Additionally, we use personal information to create and set up trading accounts, register clients, and provide passwords and activation codes. By giving us your contact details, you enable us to enhance our offerings and quickly notify you of any new features, services, or promotions we might be running.

We might not be able to deliver you the product or service you have requested if you decide not to provide us the information we need to fulfill your request.

Disclosure of the personal information

Unless required by applicable laws, rules, and/or regulations:

- (a) if there is a duty to disclose to the public
- (b) if there is a duty to the public to disclose; and/or
- (c) if our legitimate business interests require disclosure; and/or
- (d) at your request or with your consent or to persons described in this Policy.

Unless directed otherwise by a regulatory body, the Company will try to make such disclosures on a "need-to-know" basis. In certain situations, the company will let the third party know that the information is secret.

Depending on the products and services concerned and the relevant restrictions on sensitive data, personal information may be disclosed to:

- potential successors in title to our business.
- third party consultants, contractors or other service providers who may access your personal information when providing services (including but not limited to IT support services) to us.
- any organization or person acting on your behalf to whom you request us to provide information, including your financial advisor, broker, solicitor or accountant.
- third parties where it is necessary to process a transaction or provide services you have requested.
- Banks (where they request additional information following payments that you have made).
- credit providers, courts, tribunals and regulatory authorities in response to legal and regulatory requests or other government agencies, as agreed or authorized by law.
- auditors or contractors or other advisers auditing, assisting with or advising on any of our business purposes, in any jurisdiction where we operate.
- at your request or with your consent.

How we use cookies

When you visit our website, cookies will be used to distinguish you from other users. This allows us to improve the site as a whole and provides you with a more efficient and pertinent experience when you browse it, including website recommendations based on your requirements or interests.

How we obtain your consent

If your consent is needed for our use of your personal information, it will be given in line with the specific written terms that govern our business relationship (which are accessible on our website or websites as they may be updated from time to time), any other contract we may have with you, or as outlined in our periodic correspondence with you.

You agree to the use of information as described in this policy by providing us with any personal information, including but not limited to your account information. We reserve the right to revise this policy at any time, and we will update the website with any modifications. When you send us information, it is your duty to review the Policy. You will be deemed to have accepted any such changes by using the website.

You have the right to revoke your permission at any time by getting in touch with us using the information provided in this policy, if we are legally relying on it to store and use your personal data.

Storage of your personal information and retention period

Whether you communicate with us directly, over the phone, via mail, online, or through any other electronic channel, we place the highest priority on protecting the privacy of your information. We take appropriate precautions to guard against misuse, loss, unauthorized access, modification, and disclosure of the personal information we hold, and we will keep it in a combination of secure computer storage facilities, paper-based files, and other records for as long as we have a business relationship with you.

We shall remove any information that could be used to identify you or securely destroy the data when we determine that personal information is no longer required for the reason it was gathered. On the other hand, we might have to keep records for a long time.

For instance, we must keep the following for five (5) years following the conclusion of our commercial connection with you due to specific anti-money laundering laws:

- supporting documentation and records of our transactions with you and our relationship with you;
- a copy of the documents we utilized to fulfill our duties under customer due diligence

Additionally, we will save your personal information for the specified period set out by local regulatory obligations, meaning that it will be kept for 7 years after our business relationship with you has ended, whether it is through recorded communications, telephone calls, electronic communications, in-person interactions, or other means. We will keep your information on our suppression list if you have chosen not to receive marketing communications, so we are aware that you do not wish to receive them.

If we are unable to remove your data for technical, legal, or regulatory reasons, we may retain it for more than five (5) years.

Amendments

This policy is subject to change at any moment and at our sole discretion. It is your sole responsibility to check the Company's website for any amendments and/or changes.

Any changes to our privacy statement take effect as soon as they have been reflected on the website.

Contact us

You can email us at aml@savexa.com if you have any questions about this policy, want to view or update your information, or have concerns about the security of our website.

You can file a complaint if you're worried about any part of our privacy policies. We'll take quick action on this. Please send an email to complaints@savexa.com to file a complaint.