

Privacy Policy

Last Updated: 24/07/2025

Arrow Trade is committed to protecting the privacy and confidentiality of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you use our services, including our website and trading platform.

1. Information We Collect

We collect and process personal information that you provide to us when you interact with our services, including but not limited to:

- Personal identification information (such as name, address, date of birth, government issued identification)
- Contact information (such as email address, phone number)
- Financial information (such as bank account details, credit/debit card numbers)
- Trading activity and transaction history
- Technical information (such as IP address, browser type, device information)

We may also collect information from third-party verification providers to meet our compliance obligations.

2. How We Use Your Information

We may use your personal information for the following purposes:

- To provide and maintain our services, including processing transactions and trades



- To verify your identity and authenticate your access to our platform
- To communicate with you about your account, transactions, and updates to our services
- To personalize your experience and improve our services
- To comply with legal and regulatory obligations, including anti-money laundering (AML) and know your customer (KYC) requirements
- To detect and prevent fraud, unauthorized access, and other illegal activities
- To personalize your experience and improve our platform's functionality
- To conduct analytics, performance monitoring, and research
- To respond to legal requests and resolve disputes

3. Legal Basis for Processing Your Data

We process your personal data based on one or more of the following legal grounds:

- Consent : When you provide us with permission to process your data
- Contractual necessity: To fulfill our obligations under a contract with you
- Legal obligation: To comply with applicable laws and regulatory requirements (e.g., AML/KYC)
- Legitimate interests: For our operational and business interests, provided such interests are not overridden by your rights

4. Disclosure of Your Information

We may share your personal information with:

- Trusted third-party service providers who support our operations, including: Identity verification partners (e.g., Sumsub), Payment processors, and Cloud hosting and IT service providers
- Regulatory and government authorities, law enforcement agencies, or other parties as required by applicable law or in response to legal processes



- Affiliates and business partners, as necessary for operational or compliance purposes
- Other third parties with your explicit consent or as permitted by law

All third parties are required to handle your personal data in accordance with this Privacy Policy and applicable data protection laws.

5. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, including to satisfy legal, regulatory, accounting, or reporting requirements. In particular: KYC/AML-related data is retained for at least five (5) years after the end of your relationship with us, in compliance with regulatory requirements.

Once data is no longer necessary, we will securely delete or anonymize it.

6. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your user experience, analyze platform usage, and deliver personalized content. By using our website or services, you consent to our use of cookies as described in this Privacy Policy.

You may adjust your browser settings to refuse or restrict cookies; however, this may affect your ability to access or use certain features of our platform

7. Data Security

We implement industry-standard security measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction. These measures include data encryption, firewalls and secure servers, access controls, and regular security audits and monitoring. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.



8. Automated Decision-Making

We may use automated systems (such as AI-driven identity checks) to process certain decisions, including verifying your identity or flagging suspicious transactions. Where applicable, you may request human intervention or object to such automated decisions by contacting us.

9. Your Rights

Subject to applicable data protection laws, you may have the following rights regarding your personal data:

- Right to access and obtain a copy of your data
- Right to correct or update inaccurate or incomplete information
- Right to delete your personal data (under certain conditions)
- Right to restrict or object to data processing
- Right to data portability
- Right to withdraw your consent at any time, where processing is based on consent

To exercise your rights, please contact us using the information below.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, technology, or legal obligations. When updates are made, we will revise the "Effective Date" and may notify you via email or through our platform. Continued use of our services indicates your acceptance of the updated policy.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal data, please contact us at:

✉ **Email:** info@arrowtradefx.com

🌐 **Website:** www.arrowtradefx.com