

Privacy Policy

Protecting your personal, financial, and private information is a top priority at Rage Markets. We are fully committed to maintaining the confidentiality and integrity of your data across all our services, platforms, and applications.

This policy outlines how we handle information related to your use of Rage Markets websites, trading applications, and the account you create with us. It covers how we collect, process, and protect your data while providing our services.

Rage Markets operates through regulated entities. Regardless of jurisdiction, all data is managed with the same high standard of security and compliance.

Rage Markets (SC) LTD is a licensed securities dealer registered in Seychelles under number **8214502-1** and authorized by the Financial Services Authority (FSA) under license **SD042**. The registered office is located at **Patroklou, Latsia 2235, Cyprus**.

All affiliated companies and service providers working with Rage Markets, including developers of our trading platform, are collectively referred to as "Rage Markets Entities." Your data may be managed by one or more of these entities, depending on your interaction with our platforms. In some cases, data may be shared between them to ensure a seamless user experience.

For any questions regarding how your personal data is used, you can contact us at **support@ragemarkets.com**.

What Personal Data We Collect and Process

At **Rage Markets**, we collect, process, and store various types of personal information to provide our services efficiently, securely, and in compliance with legal obligations.

We may collect the following categories of data:

- Your full name, username, title, gender, date and place of birth, nationality, and country of residence or citizenship
- Contact details including email address, phone number(s), billing and residential addresses
- Identity documents such as a passport, ID card, driver's license, as well as documents verifying your address (e.g., utility bills) and financial background (e.g., payslips, tax returns, credit checks)
- Financial and economic data including income, employment status, profession, source of funds, bank account and statement details, e-wallets, and card information
- Educational and professional information
- Information regarding the services or products you use with us
- Trading-related information such as your experience, purpose for opening an account, risk tolerance, and trading profile

- Records of your payments, deposits, withdrawals, and transaction purposes
- Tax-related data such as your Tax Identification Number and country of tax residency
- Profile data including username, password, trading and investment history, preferences, orders, and feedback
- Public data obtained from online or open sources
- Consent records and communication preferences
- Communications between you and Rage Markets, including messages, calls, and chats
- Technical data such as IP address, device type, browser and OS version, time zone, and login information
- Usage data such as interactions with our websites, apps, tools, and services

We collect this information through your direct interaction with our services (e.g., account registration, platform use, support inquiries), and through third-party sources such as affiliates, introducing brokers, credit reference agencies, payment processors, subscription databases, social platforms, and fraud prevention tools.

In addition, we generate certain personal data during the provision of our services, including trading records and transaction logs.

From time to time, we may request additional personal details for surveys, promotional offers, or research. If you choose not to provide certain information, we may be unable to offer specific services or features.

Cookies are also used on our website to support your activity, ensure security, enable functionality, and analyze behavior. These are small text files stored on your device. Third-party providers working on our behalf may also use cookies for statistical and site management purposes.

Some areas of our website may link to trusted third-party sites offering additional services. These websites operate under their own privacy policies, which we recommend reviewing separately, as this Privacy Policy applies solely to Rage Markets.

We may record conversations and communications (phone, in-person, or electronic) related to our services. These recordings serve as evidence of our business relationship and compliance efforts and may occur without further notice or sound notification. All such records remain the exclusive property of Rage Markets.

How We Collect Your Personal Data and Purpose

By registering a Personal Area with **Rage Markets**, you consent to the processing of your personal data. This includes its collection, organization, storage, use, updating, anonymization, transfer to third parties, and eventual deletion, all in accordance with this Privacy Policy.

We collect the personal data necessary to register your Personal Area, deliver essential platform functionality, and ensure secure access to your trading account. This data is also used to verify your identity and resolve any disputes that may arise during your relationship with Rage Markets.

Some of the information is gathered directly from you—for example, when you fill out registration forms, engage with us via Live Chat, respond to brief surveys in your Personal Area, or communicate with our support team by phone. In all such cases, the data you provide is given voluntarily.

We also collect and use your personal data to:

- Verify your identity and contact details
- Set up and configure your Personal Area and trading accounts
- Generate secure access credentials, such as activation codes and passwords
- Maintain consistent communication, including updates on new features, products, and promotions
- Improve the quality, safety, and personalization of the services we provide

Additionally, we may review, retain, or delete your data—including records of transactions and communications—in accordance with applicable laws and regulatory obligations.

Who We Share Personal Data With and In What Circumstances

Rage Markets may share your personal data with affiliated entities within our group, as well as trusted third-party service providers involved in delivering our services. This includes, but is not limited to, payment processors, compliance service providers, web hosting companies, analytics platforms, and banking partners.

In some cases, your personal information may also be shared with:

- External auditors working with us or our service providers, strictly under confidentiality obligations
- Legal advisors and professional consultants, where necessary, under strict confidentiality agreements
- Identity verification providers, such as Sumsu, for document checks and authentication in line with our regulatory obligations

When sharing your data with any third party, we ensure that confidentiality and data protection standards are strictly upheld.

We may also disclose your personal information when:

- Required to do so by law or regulatory authorities
- In response to legitimate requests from law enforcement or government agencies

- Necessary for fulfilling anti-money laundering (AML), counter-terrorism financing (CTF), or tax compliance obligations
- Essential for protecting our legal rights, property, or enforcing our contractual terms

In order to provide a seamless and high-quality service, we may exchange certain data with selected partners. If you wish to know more about these partner services, we are happy to provide detailed information upon request.

Rage Markets closely monitors all third-party and agent interactions with your data to ensure full compliance with our privacy and confidentiality standards. We retain full access to all personal data handled on our behalf and enforce strict controls to prevent misuse.

Security and Protection

At **Rage Markets**, we prioritize the security of your personal data. We comply with the Payment Card Industry Data Security Standard (PCI DSS), conducting regular vulnerability assessments and penetration tests to uphold data security in alignment with our operational model.

We implement strict and appropriate technical and organizational measures to prevent the unauthorized access, loss, misuse, alteration, or disclosure of your personal data. Access to your data is restricted to individuals who need it for business purposes, and they are bound by confidentiality obligations and operate only under our instructions.

Our internal protocols include procedures for identifying and managing potential data security incidents. If a data breach occurs, we will notify you and the relevant authorities when required by law.

Use of Cookies

We use cookies to ensure our website functions properly, enhance your trading experience, improve security, and detect fraudulent activity. Cookies are small data files sent to your device by our servers.

In some cases, we work with external partners to manage our website or analyze site usage. These trusted providers may use their own cookies on our behalf to collect statistical or technical data.

How We Store Your Personal Data and For How Long

Rage Markets stores your personal data securely using a combination of encrypted electronic systems and protected physical records. These measures help protect your data against loss, unauthorized access, misuse, and disclosure.

We retain your data for as long as our business relationship continues. If you request that we stop processing your personal data, we may terminate any active services with reasonable or immediate effect depending on the circumstances.

Once your data is no longer required for the original purpose, we may either delete it securely or anonymize it to ensure it can no longer identify you. However, in compliance with anti-money laundering (AML) laws and other regulatory obligations, we may need to retain some records (such as identity verification documents and transaction history) even after our relationship ends.

Communications—whether via email, phone, or in-person—may also be stored in accordance with legal and regulatory requirements.

If you unsubscribe from marketing communications, we will retain your contact details on a suppression list to ensure you no longer receive promotional messages.

In specific cases, we may retain your data beyond our standard retention period if legally, technically, or regulatorily required to do so.

Commencement and Changes to the Privacy Policy

By registering a Personal Area with **Rage Markets**, you acknowledge and accept the terms outlined in this Privacy Policy. Our communication with you begins once we send a confirmation email upon your successful registration on our platform. We may also contact you via email with updates, new services, or responses to your inquiries and suggestions. Please note that information exchanged via email is not considered confidential.

By agreeing to this Privacy Policy, you grant us the right to use non-confidential information you share through email—including feedback, ideas, suggestions, or marketing concepts—without any obligation of compensation or acknowledgment.

We reserve the right to review, store, or delete your communications with us, as required under applicable laws and regulations. Additionally, we may analyze interactions for quality assurance and to improve our services.

This Privacy Policy may be updated periodically. Any revisions will be posted immediately on our website. We recommend checking the policy from time to time to stay informed about how we manage your personal data.

Your Rights Regarding Personal Data

Under applicable data protection laws, you may be entitled to exercise certain rights, including:

- The right to access, correct, or update your personal data
- The right to request restriction of processing or the deletion of your data
- The right to object to the processing of your personal data (e.g., for marketing purposes)
- The right to withdraw your consent at any time, where applicable

Please note that refusal to provide required information may result in us being unable to provide services or may lead to account closure, as some data is collected to comply with regulatory requirements.

It is essential that the personal information we hold about you is accurate and up to date. Please notify us of any changes during your relationship with Rage Markets.

If you have questions about this Privacy Policy, wish to exercise your rights, request changes to your personal information, or submit a complaint, please contact us at:

support@ragemarkets.com

South African Data Protection Notice

At **Rage Markets**, your privacy is a priority. We are committed to respecting the confidentiality of your personal information and upholding your rights under applicable South African data protection laws.

This Privacy Policy applies to all Rage Markets websites, applications, and platforms, including related subdomains, and explains how your personal information is collected, processed, and protected in compliance with legal requirements.

By submitting your details and using our services, you confirm that you understand and accept the terms of this policy and how your personal information will be handled. We may update this policy periodically, and the most recent version will always be available on our website.

Who We Are

Rage Markets (SC) Ltd is a licensed Securities Dealer registered in Seychelles (registration no. 8214502-1), authorized by the Financial Services Authority (FSA) under license number SD042.

Registered Office: Patroklou, Latsia 2235, Cyprus

We are also authorized as an Over-The-Counter Derivatives Provider (ODP) by the **Financial Sector Conduct Authority (FSCA)**.

As an ODP, we are required under South African law to collect and process your personal information in accordance with:

- The Financial Advisory and Intermediaries Services Act, 2002 (FAIS)

- The Financial Intelligence Centre Act, 2001 (FICA)
- The Financial Markets Act, 2012

How We Process Personal Information

We process your data lawfully and in line with the requirements of applicable South African legislation. Some data must be retained for regulatory, tax, or audit purposes. In certain cases, we may retain personal data beyond required timeframes where it supports business or legal needs, statistical analysis, or historical records. Any extended retention will be reasonable and legally justified.

Personal Information We Collect and Use

During our relationship with you, we may collect and process the following types of personal information:

- **Identity Information:** Full name, nationality, country of residence
- **Contact Details:** Email address, phone number(s)
- **Document Data:** Copies or scanned versions of ID documents, driver's license, passport, utility bills, income verification (payslip/tax return), and source of funds
- **Financial Profile:** Information on income, employment, assets, source of wealth, bank accounts, statements, e-wallets, and credit card details
- **Professional Background:** Education, profession, industry
- **Service Details:** Products or services purchased or used
- **Trading Activity:** Trading experience, purpose of account, risk tolerance, and profile
- **Transaction Data:** Records of deposits, withdrawals, payment methods, and transaction purposes
- **Tax Data:** Tax Identification Number, country of tax residency
- **Profile Preferences:** Interests, survey responses, service preferences, and feedback
- **Public Sources:** Information about you found in public records or online sources
- **Consent Records:** Permissions or preferences you've provided to us
- **Marketing Data:** Email, chat, and communication preferences; your interactions with marketing content
- **Technical Data:** IP address, browser type, OS version, device info, time zone, plug-ins
- **Usage Data:** Your behavior and interactions with our website and services

If you fail to provide necessary personal information, Rage Markets may not be able to fulfill its regulatory obligations or deliver services as an authorized ODP.

Source of Collection

At **Rage Markets**, we collect personal information from various individuals, including:

- Visitors to our website, existing clients, and potential clients
- Service providers and third parties involved in our operations
- Other individuals we may engage with during the normal course of business

In most cases, personal data is collected directly from you, unless permitted or required by law to obtain it from third-party sources.

We may collect your personal information through the following:

- Your interactions with our websites, platforms, and mobile applications
- Direct communication with us via email, phone, letters, or other channels
- When creating an account, subscribing to content, engaging in promotions, requesting support, or submitting feedback
- From public or third-party sources such as business partners, financial institutions, credit reporting agencies, or referrals
- Through research initiatives, surveys, or promotional campaigns conducted by us

If you choose not to provide the information we request, we may not be able to deliver certain services or fulfill your request.

Additionally, cookies are used on our websites and applications to enhance performance, maintain security, prevent fraud, and improve your experience. Cookies store behavioral and interactional data and may be used by our advertising partners to serve personalized content on other websites. These cookies do not store directly identifiable information but track your browser or device behavior.

We may work with external service providers to manage our website or perform statistical analysis. These providers may place and use their own cookies on our behalf.

We may also record and monitor communications—including phone calls, emails, in-person interactions, and electronic messages—as part of our regulatory obligations and to support the integrity of our business. These records remain the sole property of Rage Markets.

Purpose of Use

We collect, use, share, and store personal data only when necessary to provide services, fulfill legal requirements, or support our business operations. The information you provide may be used for the following purposes:

- To deliver financial services, including intermediary services related to over-the-counter derivatives

- To maintain accurate internal records for compliance with legal and regulatory requirements
- To provide you with up-to-date information about our services, products, features, and promotions
- To respond to your inquiries, provide support, and follow up when necessary
- To continuously improve our services, user experience, customer support, and develop new offerings
- To meet obligations imposed by financial, corporate, tax, privacy, and regulatory laws
- To comply with AML (anti-money laundering), CTF (counter-terrorism financing), and fraud prevention standards
- To respond to complaints, resolve disputes, and investigate issues efficiently and lawfully
- To meet obligations under local and international regulations, court orders, and government agency requirements
- To communicate relevant updates and opportunities via email, phone, or other available channels
- To conduct internal analysis, surveys, marketing efforts, and customer behavior tracking
- To personalize communication, content, and offers based on your preferences and interaction history
- To fulfill contractual obligations and manage business relationships
- To manage business operations, including planning, governance, risk management, audit, and financial tracking
- To innovate and test new systems, services, and technologies
- To detect, address, and prevent technology or system vulnerabilities
- To manage vendor relationships and third-party service integrations
- To notify you of updates, service changes, account-related activity, and important notices
- To conduct intelligent or automated system monitoring for analysis, investigation, or compliance
- To track patterns, preferences, and behavior through data analysis and behavioral tools
- To record and retain communications (electronic, verbal, or written) for compliance, security, or audit purposes

All communication—whether initiated by you or Rage Markets—may be monitored or recorded, regardless of whether it results in a transaction. These records, including phone calls and electronic communications, are retained in accordance with applicable laws and are available to you upon request in the same language used for services.

We will only use your personal information for the purposes for which it was collected unless we determine that it is reasonably compatible with another lawful purpose. In such cases, your additional consent may not be required.

Legal Basis for Processing

Rage Markets processes your personal information under one or more lawful bases, depending on the specific purpose for which the data is being used. These lawful bases may include:

- Fulfilling a contract or taking steps to enter into a contract with you
- Meeting legal and regulatory obligations
- Pursuing legitimate business interests (provided these are not overridden by your rights)
- Protecting your vital interests

Where none of the above apply, we will request your clear, informed, and voluntary consent. If consent is given, you may withdraw it at any time by contacting us using the details in this Privacy Policy.

Who We May Disclose Personal Information To

Your personal data may be disclosed to trusted third-party service providers during the course of delivering services to you. We only share the minimum data necessary and ensure that these third parties:

- Acknowledge the confidentiality of your information
- Commit to data protection standards
- Use your data only for authorized purposes
- Securely destroy or return your data once their services conclude

We may share your information with:

- Companies within the Rage Markets group
- Technical and operational service providers
- Website and analytics service partners
- Legal, tax, and financial consultants
- Government agencies and regulators when legally required
- Auditors, contractors, or dispute resolution professionals
- Entities involved in a potential merger, sale, or transfer of our business
- Market research firms and advertising agencies
- Introducing brokers or referral partners
- Any party you authorize us to disclose information to

If legally required, we may share your data with courts, tribunals, law enforcement, or regulatory bodies. Note that third-party platforms or websites linked from our website are not governed by this Privacy Policy. Please review their privacy policies individually.

International Transfer of Personal Information

Your personal data may be processed and stored in countries outside of South Africa where **Rage Markets** or its providers operate. When doing so, we ensure appropriate safeguards are in place, including:

- Transferring only to jurisdictions with adequate data protection legislation
- Applying standard contractual clauses or other legal transfer mechanisms
- Requesting your consent where required

If you request us to stop processing your personal data, we may need to terminate services accordingly and within a reasonable time frame.

How We Store Personal Information and For How Long

We retain your personal data only as long as necessary for the purposes for which it was collected, or longer where legally required. Your data is stored in secure digital systems, paper-based records, or other protected formats.

We may retain records for extended periods if:

- Required by law
- Necessary for our business functions or compliance
- Specified by contract
- You have given consent
- Used for legitimate research, statistical, or historical purposes under safeguards

When no longer needed, we destroy or anonymize your personal data in a manner that ensures it cannot be reconstructed or misused.

Your Rights Regarding Personal Information

Under South African data protection laws, you have the right to:

- Be notified when your personal information is collected or accessed by unauthorized persons
- Request access to your personal data
- Request correction, deletion, or destruction of your personal data
- Object to processing based on personal circumstances or for direct marketing
- Opt out of unsolicited marketing communication at any time
- Object to automated decision-making that significantly affects you
- Submit a complaint to the **Information Regulator of South Africa** (<https://inforegulator.org.za/>)

How to Contact Us — Support & Inquiries

If you wish to access, update, correct, or delete your personal data, exercise any rights, or raise a complaint, please contact us at:

support@ragemarkets.com

To make formal requests under South Africa's POPIA and PAIA frameworks, please use the prescribed forms:

- POPIA Forms: <https://info regulator.org.za/popia-forms/>
- PAIA Forms: <https://info regulator.org.za/paia-forms/>

We encourage you to keep your personal information accurate and current. If anything changes during your relationship with Rage Markets, please inform us promptly.