



# Privacy Policy

---

## **PFH Markets Limited**

Registration Number: 2024-00544

Saint Lucia

[info@pfhmarkets.com](mailto:info@pfhmarkets.com)

2026

## ■ Privacy Policy

PFH Markets Limited is registered in Saint Lucia as an International Business Company with registration number 2024-00544 by the Registrar under the International Business Companies Act, Cap 12.14: Section 6. PFH Markets carries on the services in the international forex and contract for differences (CFDs) market to retail and corporate clients in accordance with the laws of Saint Lucia.

### 1. Privacy Clause

PFH Markets Limited is registered in Saint Lucia with registration number 2024-00544 (hereinafter referred to as "PFH Markets"). PFH Markets firmly believes that the confidentiality and security of the personal information of our clients is of utmost importance. This privacy statement describes our information gathering and dissemination practices. It is essential for clients to carefully read this document in accordance with all relevant policies, procedures, terms, and/or conditions.

This privacy statement provides important information about how PFH Markets uses and protects any information that you give us. We collect your personal data for the purpose of meeting our regulatory and/or legal obligations and to provide you with our services.

### 2. Personal Information Collection

When you use the PFH Markets website or our services, we may collect your personal information. Such information can be used by us to help us deliver a superior level of customer service. It also enables us to give you convenient access to our products and services and focus on categories of greatest interest to you.

When you apply for an account, we may collect the following information:

- Full name, date of birth, nationality;
- Address, phone number, email address;
- Government-issued identification documents;
- Financial information including income, net worth, and trading experience;
- Employment information;
- Risk tolerance and investment objectives.

### 3. Sharing Personal Information with PFH Markets Affiliates and Partners

PFH Markets may share your personal information with our affiliates to:

- Provide you with the product or service through our affiliates.
- Improve the quality of our service; we may contract other companies to handle certain internal affairs, such as account processing, execution, customer service, customer satisfaction surveys or other data collection related to our business.

PFH Markets reserves the right to provide your personal information to third parties when required by law to provide relevant information to regulators, law enforcement agencies or other government agencies.

Any time you choose to purchase a product or service from another company, for example by clicking on an advertisement on a website owned or controlled by PFH Markets, the personal information you share with that company will no longer be subject to our privacy statement. We are not responsible for the privacy policies or content of the sites we link to, and we cannot control the use of the information you provide or collected by these sites and protect such information.

#### **4. Security of Personal Information**

We use network security software, systems, and programs to provide you with a secure trading environment and protect your personal, financial, and trading information.

When we open an account for you, you will be given a unique account number, username, and password. You are responsible for maintaining your account information, such as account number, username, and password. We strongly recommend that you do not disclose this information to anyone else.

Our website and online account opening page use encryption technology to secure the transmission of information and use an e-business certification authority to authenticate our website, guarantee transactions and the safety of clients' online applications.

#### **5. Storage of Personal Information and Retention Period**

We will hold personal information for as long as we have a business relationship with you. Once our relationship with you has come to an end, we will retain your personal information for an additional number of years that enables us to:

- Maintain business records for analysis and/or audit purposes;
- Meet our regulatory requirements;
- Comply with record retention requirements under applicable law;
- Defend or bring any existing or potential legal claims; and
- Deal with any complaints regarding the services.

If there is any information that we are unable to delete entirely from our systems for technical reasons, we will put in place appropriate measures to prevent any further processing or use of the information.

#### **6. Privacy Policy Changes and Exits**

Once PFH Markets updates the content of this privacy statement, the revised privacy statement will be posted to the website immediately. By opening an account with us, you agree that the electronic notice on the privacy statement issued on the website is the actual notice.

In some cases, such as when we share your personal information with non-affiliated third parties, you can contact us through the contact information below to inform us that you wish to "exit" the privacy policy. If you have multiple accounts at PFH Markets, you must submit an exit request separately for each account.

Any dispute over privacy claims must be governed by this notice and the Client Agreement of PFH Markets. If you have any other questions not mentioned in this statement, please contact our customer service representative at [info@pfhmarkets.com](mailto:info@pfhmarkets.com).

## 7. Legal Disclaimer

PFH Markets may disclose your personal information as required by rules and regulations and when we believe that disclosure is necessary to protect our rights and/or to comply with any proceedings, court order, or legal process to governmental, intergovernmental, or other regulatory bodies. PFH Markets shall not be liable for misuse or loss of personal information or otherwise on our website that we do not have access to or control over. PFH Markets will not be liable for unlawful or unauthorised use of your personal information due to misuse or misplacement of your information/password by you or due to your acts or omissions, or any other.