

# Privacy Policy

Effective Date: 5<sup>th</sup> November 2019

## **Our Policy**

GMO-Z.com Trade UK is subject to the provisions of the Data Protection Act 1998 and it is our policy to respect the confidentiality of information that we hold and protect the privacy of all clients at all times.

This Privacy Policy will be reviewed regularly to ensure it remains adequate for our needs and includes any issues arising as a result of the ever changing legal, commercial and regulatory environments in which we operate.

For the Clients in the EEA, please read [Privacy Policy for clients in the EEA](#) as well.

## **Collection of Data**

We will collect your personal data in order to provide financial services to you. We must collect certain personal information from all applicants to enable us to comply with our regulatory obligations. If you decline to provide certain information to us, we may not be able to continue with your application.

When you apply for a live or demo account we will ask you to provide information about your name, address, date of birth, employment details and other personal circumstances. We will obtain this information via standard application forms.

You must keep this information updated at all time while you hold your trading account with us.

Information regarding your credit or debit card is also collected when you complete a transaction with the card for the first time. This information is stored by our third-party payment provider if you select the option to do so when making your transaction.

## **Use of Data**

The data about you that we collect will be used for the following purposes:

- Establishing and maintaining your account,
- Reviewing your ongoing needs,
- Improving our service and products, and
- Providing you with up to date information or news that we believe may be relevant to you.

## **Disclosure of Data**

Depending on the circumstances and the specific data concerned we may disclose your information to:

- Other Group companies who provide financial services
- Outsourcing partners, service providers and specialist advisers who have been specifically contracted to provide us with these services
- Introducing brokers with whom we have a mutual business relationship
- Regulatory bodies (including the Financial Conduct Authority and analogous authorities) or law enforcement agencies

- Competent authorities (such as the Financial Conduct Authority) or other applicable persons (such as approved reporting mechanisms, approved publication arrangements and trade repositories) where required under applicable law, to make certain information about certain trades public and to report the transaction details
- Identity checking and reference agencies

### **Security of Data**

We will keep data either electronically or in hard copy file format. We have developed and will maintain electronic and physical security procedures to safeguard personal data against loss, theft, copying and unauthorised disclosure, use or modification. Access to personal data is restricted to employees and authorised service providers who need it to perform their work. Our staff are trained on their obligations regarding data security.

We must retain your data for specific time periods for regulatory purposes, however we will securely destroy any personal data that we are no longer required to hold at the relevant time. Please refer to our Customer Agreement for further information regarding the recording of telephone conversations and electronic communications and retention of those records.

We are legally obligated to secure your consent to allow us to store your card details for future use. As per our policy, we cannot process your payment before you agree to such storage.

### **Your Rights Regarding Data**

The Data Protection Act gives you various rights regarding the use of your Personal Data, such as accessing and correcting your Personal Data, preventing processing of your Personal Data and preventing unsolicited marketing.

Under the Data Protection Act, you have the right to obtain a copy of any personal information which we hold about you and to advise us of any perceived inaccuracy.

To make a request, please contact our Compliance Officer at [info.globalmarkets@z.com](mailto:info.globalmarkets@z.com) verifying your identity and specifying exactly what information you require.

Detailed information about your rights under UK Data Protection Act can be found on the website of the United Kingdom Information Commissioner.

### **Cookies**

We may use cookies or IP address tracking devices on our website for administration purposes, to store password and usernames, to monitor visits to pages on this and other occasions from your terminal, to personalise our service to you and to track and facilitate browsing through our website. A cookie is a piece of data stored on your hard drive containing information about you relating to the use of the website. IP addresses may be linked to your personal data and by tracking these addresses, we would be obtaining such personal data. Access to the website is conditional on acceptance by you of any cookies and IP address tracking devices described in and for the purposes explained in this clause. By accepting the Agreement, you acknowledge that you understand the broad nature of cookies and IP address tracking devices and the purposes for which they will be used by us. Please refer to our Cookie Policy which can be found on our website for more information.

### **Language of Communications**

All GMO-Z.com Trade UK Limited legal documents are available in English, and can be found on the English version of our corporate website. Translations into other languages are provided for referential purposes only. For the avoidance of doubt, the English version shall prevail in the event of any inconsistencies or ambiguities.

## Privacy Policy for clients in the EEA

### 1. Purpose of Processing EU Personal Data Acquired from Clients and Other Subjects Concerned

GMO-Z.com Trade UK Limited (hereinafter referred to as "Company", "we", "our" and "us"), as a Financial Service Provider processing EU personal data, in accordance with the General Data Protection Regulation (effective on May 25, 2018) prescribed by the European Commission, we shall process clients' EU personal data only within the scope necessary for the intended use that is specified and publicized in advance. However, in the case where it is required by laws and regulations, we may process EU personal data of clients and other subjects beyond the scope necessary for achieving the intended use specified and publicized in advance. Moreover, providing EU personal data is indispensable for fulfilling contractual agreement, and therefore if EU personal data cannot be provided at each client's own discretion, providing services to such client may be hindered.

The data about you that we collect will be used for the following purposes:

- Establishing and maintaining your account,
- Reviewing your ongoing needs,
- Improving our service and products, and
- Providing you with up to date information or news that we believe may be relevant to you.

### 2. Rights of Clients and Other Subjects Concerned

Each client or the other subject concerned has the following rights regarding EU personal data about himself or herself.

- (1) Right to access to his or her own EU personal data and other information relating to its personal data.
- (2) Right to rectify inaccuracies of his or her EU personal data without undue delay
- (3) Right to erase his or her EU personal data without undue delay
- (4) Right to restrict processing of his or her EU personal data
- (5) Right to receive EU personal data provided by client or other concerned subject by himself or herself in a general format that is readable on computers, and right to transfer (i.e. data portability) the EU personal data to other organizations in order for them to manage without hindering transferring process.
- (6) Right to object to public interest; processing for the interests of Company, a third party or both; and processing for direct marketing for EU personal data of clients and other subjects concerned.
- (7) Right not to be subjected to assessments conducted or decisions made through automatic processing such as profiling that have serious impact including legal effects on individuals.  
Note: We do not perform profiling.
- (8) Right to lodge a complaint with a supervisory authority.

### 3. Conditions for Processing of EU personal data

We may process EU personal data when any one of the following cases is applicable, even if we have not obtained consents from clients and/or others concerned.

- (1) When the processing is necessary for the execution of the contract where a client or other subject concerned himself or herself is the contracting party.  
Or when processing is necessary in accordance with request from a client or other

- subject concerned at the stage when the contract is not concluded yet.
- (2) When the processing is necessary to comply with the legal obligation that we shall abide by; for example, when following information disclosure orders based on laws and regulations from government agencies etc.
  - (3) When the processing is necessary to protect serious interests of clients, other subjects concerned, or both.
  - (4) When it is deemed appropriate to investigate, prevent, or take measures against illegal acts or suspicious acts.
  - (5) When processing is necessary for legitimate interests pursued by a third party and we to the extent that it's not infringed the right and profit, the freedom concerning the privacy.

#### 4. Transfer of EU Personal Data

EU personal data is transferred to our group companies and outsourcing contractors such as Introducing brokers and Identity checking and reference agencies located in Japan, Hong Kong and other countries and regions; and may be stored in servers located in those countries and regions. Japan, Hong Kong and some other countries and regions have not been recognized and determined as countries providing adequate data protection by the European Commission, however we manage EU personal data of clients and other subjects concerned appropriately.

In addition, we request appropriate processing of the transferred EU personal data to those outsourcing contractors, and manage EU personal data of clients and other subjects concerned appropriately.

#### 5. Safeguards

In order to appropriately manage EU personal data of clients and other subjects concerned and prevent leakage, loss and damage of those EU personal data, including other safety management approaches, we carry out technical, physical, organizational and human related safeguards.

#### 6. Archiving, Deletion, Disposal of EU personal data

Except where otherwise specified by laws and regulations, we define the retention period of EU personal data of clients and other subjects concerned within the scope necessary for the purpose of use.

After the defined retention period has expired or the purpose of use has been achieved, we erase EU personal data of clients and other subjects concerned without delay.

#### 7. Group-wide Data Protection Officer and Group-wide Representative for EU Personal Data

<Group-wide Data Protection Officer for EU Personal Data (G-DPO)>

GMO Internet, Inc.,

Cerulean Tower 4-14F, 26-1 Sakuragaokacho, Shibuya ku, Tokyo, 150-8512 , Japan.

Email address: [dpo@gmo.jp](mailto:dpo@gmo.jp)

<Group-wide Representative for EU Personal Data>

GMO GlobalSign Ltd

Springfield House  
Sandling Road, Maidstone, Kent  
ME14 2LP, United Kingdom  
E-mail address: [dpo@gmo.jp](mailto:dpo@gmo.jp)

#### 8. Claims and Inquiries

For inquiries regarding this privacy policy, please make contact to the following contact point.  
URL: <https://secure.gmo.jp/en/gdprform/>

#### 9. Disclosure and other requests of EU personal data

Requests for Disclosure, correction, addition, deletion, suspension of use, suspension of provision of third party, transferring (data portability) shall be dealt with in the following manner.

Please be aware that we will not accept requests by telephone, fax, email, verbally or by any method other than that laid out below.

Please print out our prescribed form and fill in necessary information.

After filling in, please enclose the necessary documents, and send them to the following address by certified mail.

Address

GMO Internet  
Cerulean Tower, 26-1 Sakuragaoka-cho, Shibuya-ku Tokyo  
150-8512

Disclosure and Other Requests Form is below,

[Disclosure and Other Requests on EU Personal Data](#)

#### 10. About Cookies and Other Similar Technologies.

We use cookies on this site with a view to increasing the usability. When you re-visit this sites cookies are used for user tracking, re-targeting advertisement, affiliate advertising and retaining login information of registered users, users can view this site more conveniently.

A cookie is an information used to transmit information from this site to your browser. When you, as a client or other visitor, visit this site again, the cookie helps you to use this site more conveniently and is stored in your personal computers/devices.

Furthermore, the stored information does not include information such as your name, your residential address, your phone number and your email address which can be used to identify an individual.

Cookie does not also have negative effects on your computers/devices.

Cookie information that is collected from clients and other visitors will be transmitted to and stored in servers at Google LLC, Adobe Systems Incorporated and some other entities from our web servers.

We also obtain statistical data concerning access information such as the number of accesses and stay period for this site from stored data by using Google Analytics service, Adobe Analytics that is provided by Adobe Systems Incorporated and some other services.

It is possible to block cookie, if you, as a client or other visitor, change the setting of your web-browser. In such cases, you will not have a trouble viewing this site except for some functions. Please make contact with the developer and/or distributor of the web-browser that you are using for its setting procedure.