

DUKASCOPY EUROPE IBS AS PRIVACY POLICY	
Document author	Legal and Compliance Monitoring Department
Approved by	The Supervisory Board of the Company
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Responsible structural units	All structural units of the Company

Effective from	Version	Summary of Changes
25.05.2018	V1.0	Initial version

Dukascopy Europe IBS AS Privacy Policy has been developed in accordance with the Regulation (EU) 2016/679 of the European Parliament and the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (“GDPR”) and in accordance with relevant legal acts of the European Union and the Republic of Latvia.

1. DEFINITIONS USED

Client – any natural person, who has been using or has expressed willingness to use services provided by the Company;

Company – Dukascopy Europe IBS AS;

Dukascopy Group – in the context of this Privacy Policy - Dukascopy Bank SA incorporated in Swiss Confederation and its representative offices, Dukascopy Europe IBS AS and SIA “Dukascopy Payments” both incorporated in the Republic of Latvia;

Privacy Policy – Company’s Privacy Policy;

Personal Data – any information related to an identified or identifiable individual, for detailed information see Section 2;

Processing – any actions and operations related to Personal Data for instance, but not limited to collection, recording, storage, transfer, erasure and others;

Services – any services offered to Clients and other individuals and legal entities by the Company.

2. PERSONAL DATA CATEGORIES THE COMPANY COLLECTS

2.1. Dukascopy Europe IBS AS, legal address: Lacplesa iela 20a-1, Riga, LV-1011, Latvia, telephone number: +371 67 399 000, is a controller of Client’s Personal Data.

2.2. Company may collect and process information listed under the following Personal Data categories for the purposes specified under Section 4. Please note that the below list is not exhaustive and upon necessity the Company may request, collect and process other required information, including information regarding Personal Data, according to Privacy Policy and relevant legal enactments.

- 2.2.1. **Natural persons identification data** – including, but not limited to name, surname, tax identification number, date of birth, information from persons identification document (e.g. passport);
- 2.2.2. **Contact information** – address, telephone number, e-mail address and other if relevant;
- 2.2.3. **Financial information** – account number, income, incoming/ outgoing payments, transactions in financial instruments and other similar information;
- 2.2.4. **Professional and information regarding Clients' education and family** – information regarding level of education, education institution, marital status, place of work and related information, membership and other;
- 2.2.5. **Information relating to the use of services and their relation to Clients preferences, habits etc.** – such as information on services used, personal settings, surveys, contests and campaigns in which Client has participated;

3. COOKIES

- 3.1. Cookies and unique identifiers, for example internet protocol address, device ID, are used on Company's website: www.dukascopy.com/europe/english/home. For more detailed information on what types of cookies and unique identifiers do we use and for what purposes, please see our Cookies Policy, which is available at our website: www.dukascopy.com/europe/english/home.

4. GROUNDS AND PURPOSES FOR THE PROCESSING OF PERSONAL DATA

- 4.1. Company processes Personal Data if one of the following applies:
 - 4.1.1. processing of Personal Data is necessary to enter into and perform a contract;
 - 4.1.2. to comply with Company's legal obligations;
 - 4.1.3. to ensure legitimate interests of the Company or third party;
 - 4.1.4. if Company receives consent from the Client.
- 4.2. Company primarily processes Personal Data for following purposes:
 - 4.2.1. to provide Services;
 - 4.2.2. to send administrative information, including updates on policies and changes to agreement terms;
 - 4.2.3. to send information about Services, products, educational materials, upcoming events and other related information that may be useful to Client in relation to received Services and for educational purposes;
 - 4.2.4. to assess and mitigate risks related to anti-money laundering and terrorism financing as well as transaction related risks;
 - 4.2.5. to comply with legal obligations and/ or government authority's requests;
 - 4.2.6. in relation to legal claims related to Company's legitimate interests;
 - 4.2.7. provide additional or supportive services.

5. DISCLOSURE OF CLIENTS PERSONAL DATA

- 5.1. Company reserves the right to disclose Client's Personal Data to selected and designated third parties, including:
 - 5.1.1. within Dukascopy group, including Dukascopy Bank SA and all its subsidiaries, affiliates, branches and representative offices irrespective of their geographical location;
 - 5.1.2. to selected and designated third parties, including Dukascopy Group providers, that perform services on Dukascopy Groups behalf under written agreement, which ensures proper safeguards and limitations with regards to Personal Data processing. This may include companies providing IT, audit services, identity verification and due diligence services, data analysis, marketing support services providers, cloud service providers and others;
 - 5.1.3. to government, regulatory or other law enforcement agencies/ authorities.

6. PERSONAL DATA TRANSFERS OUTSIDE EU/ EEA

- 6.1. Client Personal Data is primarily stored and processed in the European Union (EU) and/ or European Economic Area (EEA) or Swiss Confederation. However, where it is necessary Personal Data may be transferred outside the EU/ EEA and/ or Swiss Confederation.
- 6.2. Company transfer Client Personal Data for processing outside the EU/ EEA or Swiss Confederation only when appropriate security measures have been taken and if one of the following applies:
 - 6.2.1. This is required under the laws and regulations;
 - 6.2.2. This is necessary to enter into or perform the agreement for the service;
 - 6.2.3. The Client has given consent to the processing of their data outside the EU or EEA.

7. RETENTION PERIOD

- 7.1. Period of processing of Personal Data depends on the purposes specified by the Company.
- 7.2. In determining retention period of processing of Personal Data, Company takes into account agreements with Client and contractual obligations, the legitimate interest of the Company and relevant legal enactments (such as legal enactments concerning anti-money laundering and terrorism financing and others).

8. CLIENT'S COMMITMENT

Client agrees not to hold Company nor Dukascopy Group or any of their officers, directors, employees and affiliates liable for losses of any kind, including financial, suffered by the Client in case of use of Client's personal data, for example login, password or other, by a third party either communicated to this third party by the Client or obtained by the third party by an abusive/ fraudulent manner from the Client.

Client shall be liable of any such personal data disclosure to unauthorised third parties.

9. CLIENT'S RIGHTS

- 9.1. Client may access and receive upon his/ her written request Personal Data that are processed by the Company. If such request is excessive as well as repetitive Company may refuse to provide Client with copy of his/ her Personal Data or request reasonable fee taking into account the administrative costs of preparing such copy;
- 9.2. Client may request to correct his/ her Personal Data if it is incomplete or incorrect;
- 9.3. Client may request to erase his/ her Personal Data, however such right does not apply if Personal Data requested to be erased are being processed on legal grounds, for example based on legal obligations to comply with relevant legal enactments;
- 9.4. Client may restrict processing of his/ her Personal Data. Any such request shall be assessed by the Company whether such request does not contradict or could not contradict to other legal grounds of processing that Company must comply with;
- 9.5. Client may have the right to receive his/ her Personal Data in structured, commonly used and machine-readable format as well as to transmit it to another controller;
- 9.6. All aforementioned rights should be exercised in good faith and on written request basis;
- 9.7. If Client has any legal complaints that cannot be or are not resolved by negotiating with us, the Client may file a complaint with the Data State Inspectorate of the Republic of Latvia.

10. CONTACT DETAILS

Should Client have any questions or inquiries regarding processing of Personal Data by the Company, Client may contact us by sending an e-mail to: support@dukascopy.eu or by sending us a letter to address indicated on the Company's web-site: www.dukascopy.com/europe/english/home.

11. FINAL PROVISIONS

- 11.1. Company reserves the right to make changes to Privacy Policy at any time without prior notice to the Client. Company shall use its website to inform the Client about any changes in Privacy Policy and the posting updated version of Privacy Policy on Company's website shall be deemed as a valid notification of such changes to the Client. The Client undertakes to regularly review Company's website and updates of Privacy Policy.
- 11.2. Amendments or changes of Privacy Policy for the enrichment of Services and/or protection of Client's data in cases where Client's rights and obligations are not adversely affected shall become effective on the date specified in the Privacy Policy, unless expressly disapproved by the Client within 30 (thirty) calendar days as from the date of post or notification regarding changes, in which case the parties may exercise their right to terminate Business relationships in accordance with terms as laid down in Terms and Conditions of the Company.