



# Privacy Policy

Palm Global Capital Ltd (“Palm”) is committed to protecting your privacy online, your privacy is a fundamental right and one we take very seriously. As part of our day to day business operations we collect certain personal information about our clients. This privacy policy aims to provide a summary of the type of information we collect and how the information is used. The policy does not cover any external third party websites that may be accessed through the links provided on our website.

## Collection of personal information

We collect information required to open an account, and to transact business effectively. To do this, we gather information to help us assess your needs and preferences and meet our regulatory obligations.

The information we collect directly from you includes information required to communicate with you, including your name, mailing address, telephone number, and e-mail address. In addition, we collect information required by law to identify who you are including, but not limited to, your residential address, passport details, employment details and date of birth.

You directly provide to us the majority of information we collect. You do this by completing the account application and related documentation, by placing a trade, by sending us an e-mail or by submitting information in response to a promotion or special offer. Other ways we obtain information are by

1. observing your usage of the Website, and
2. providing products and services to you.

## Use of Cookies

A cookie is a small data file that most major websites write onto the visitor's hard disk for record keeping purposes. Cookies help us to know you better by providing operational data that we can use to aid your interaction with our Website and improve its navigation and usability. The information we collect indirectly from you includes, but is not limited to, your Internet protocol (“IP”) address, browser type, operating system, Internet service provider (ISP), time stamps, transactions placed, and banner ads you click.

## Usage of personal information

Palm may use the information collected from you to verify your identity and contact information. We may also use this information to establish and set up your trading account, issue an account number and a secure password, maintain your account activity and contact you with account information. This information helps us improve our services to you, customise your browsing experience and inform you about additional products, services or promotions that may be of interest to you.

Should you close your account with us, Palm will retain your information; but will only use it to comply with regulatory requirements and to periodically contact you to offer you the opportunity to reactivate your account or participate in other valuable offers.