



Born2trade

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PRIVACY POLICY

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1. Our Commitment

At born2trade, acting under the Born2trade trade name, we recognize that the privacy and security of your personal information are of the utmost importance. Safeguarding your personal information is both a regulatory requirement and fundamental to the trust we build with our clients. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website, open an account, or use our services.

By accessing our website or services, you acknowledge and agree to this Policy. We are bound by the Mauritius Data Protection Act, 2017, and other applicable regulations, ensuring that your personal data is handled lawfully, fairly, and transparently.

This Policy is subject to periodic review and may be updated to reflect changes in legal requirements, technological advances, or operational practices. The latest version will always be available on our website.

2. Data Protection Framework

born2trade, acting under the Born2trade trade name, is committed to complying with the Mauritius Data Protection Act, 2017. All employees, contractors, and third parties acting on our behalf follow strict standards in the collection, storage, and processing of personal data.

Under this framework, personal data must always be:

- Collected and used fairly and lawfully.
- Processed for limited, specified, and legitimate purposes.
- Used in a way that is adequate, relevant, and not excessive.
- Accurate and kept up to date.
- Retained no longer than necessary.
- Handled according to people's data protection rights
- Stored securely

3. Collection and Processing of Personal Information

We may collect and process the following categories of personal information:

- Personal information that you provide when filling in forms on our Website, including details submitted when registering to open an Account, subscribing to our services, or posting material.

- Records of correspondence when you contact us directly or respond to surveys are maintained for administrative and service quality purposes.
- Details of any orders or transactions, whether current or historical, that you carry out through our Website.
- Information about your visits to our Website, including traffic data, location data, weblogs, and other communication data, whether required for billing purposes or to understand and improve the use of our services.
- Technical information about your computer or device, such as your IP address, operating system, and browser type. This is used for system administration, service improvements, and reporting aggregated statistics to partners and advertisers, without identifying you as an individual.

4. How We Collect Your Information

We collect personal information directly and indirectly, including:

- Through the application forms when opening an account.
- Via documents and identification materials you provide for verification.
- From interactions with our website, mobile app, or trading platforms.
- When you contact us through email, chat, or telephone.
- From third-party service providers, credit reference agencies, or publicly available databases, where permitted by law.

5. How We Use Your Information

We use your personal information for the following purposes:

- To establish, maintain, and manage your trading account.
- To process deposits, withdrawals, and trading transactions.
- To comply with legal and regulatory requirements (including KYC, AML, and reporting obligations).
- To verify your identity and prevent fraud.
- To provide you with customer service and technical support.
- To notify you of changes to our services, agreements, or policies.
- To improve our website, platforms, and services through analytics and feedback.
- To provide information about products, services, or promotions that may be relevant to you (only where permitted).
- To create anonymized statistical data for internal analysis and reporting.

6. Cookies & Tracking Technologies

Our website uses cookies to enhance your browsing experience, distinguish you from other users, and analyze performance. Cookies allow us to tailor content to your preferences and optimize website functionality.

Most browsers accept cookies by default. If you prefer, you can adjust your browser settings to block or alert you to cookies, though this may affect certain features of our site. For details, please review our [Cookies Policy](#).

7. Disclosure of Information

Depending on the products and services provided, and subject to applicable restrictions on sensitive data, your personal information may be disclosed to:

- Potential successors in the event of a business transfer, merger, or acquisition.
- Third-party consultants, contractors, or service providers who assist us in delivering services (including but not limited to IT support, payment processing, and infrastructure providers).
- Organizations or individuals acting on your behalf, such as financial advisors, brokers, solicitors, or accountants, when requested by you.
- Third parties where disclosure is necessary to complete a transaction, process payments, or provide services you have requested.
- Trade repositories, clearing houses, or similar entities, where required for regulatory or contractual purposes.
- Banks requesting additional information in relation to payments you have made.
- Credit providers, courts, tribunals, regulatory bodies, or other government authorities in response to legal obligations, regulatory requirements, or when disclosure is otherwise permitted or mandated by law.

We will never sell or lease your personal data to third parties for marketing or advertising purposes.

8. International Transfers of Data

In certain cases, your personal data may be transferred to and stored in jurisdictions outside Mauritius. Where this occurs, born2trade ensures that adequate protections and safeguards are in place to maintain the same level of data protection as required by the Mauritius Data Protection Act, 2017.

9. Safeguarding & Security Measures

We take the protection of your personal information very seriously and apply robust security measures to safeguard it from misuse, loss, unauthorized access, modification, or disclosure. Your data is stored in a combination of secure electronic systems and, where applicable, controlled physical records. Access to this information is strictly limited to authorized employees, affiliates, and service providers who require it in order to carry out their duties in relation to the services we provide.

In addition to organizational safeguards, we implement technical protections such as encryption, secure servers, firewalls, and intrusion detection systems to help prevent unauthorized access. All employees and partners handling client information are bound by strict confidentiality obligations, and we regularly review our internal policies to ensure compliance with applicable data protection laws, including the Mauritius Data Protection Act 2017.

We retain personal information only for as long as it is necessary to meet legal, regulatory, or business obligations. When information is no longer required, it is securely deleted, anonymized, or destroyed. For added protection, we do not store or retain any credit or debit card information on our systems.

While we make every effort to secure personal data, you should be aware that the transmission of information over the internet carries inherent risks, and for this reason we cannot guarantee the absolute security of data transmitted electronically.

While we strive to safeguard your information, the internet is not entirely secure, and we cannot guarantee the absolute security of data transmitted online.

10. Data Retention

We retain your personal data only as long as necessary to:

- Fulfill the purposes outlined in this Policy.
- Comply with legal, regulatory, or reporting requirements.
- Resolve disputes and enforce agreements.

When data is no longer required, we securely delete, anonymize, or destroy it.

11. Your Rights

Under the Mauritius Data Protection Act, 2017, you are entitled to exercise a number of rights regarding the personal information we hold about you. You have the right to access your personal data and request a copy of the information we maintain, as

well as the right to request corrections or updates where the data is inaccurate or incomplete. In certain circumstances, you may request that we restrict the way we process your information, or object to its use, including for purposes of direct marketing. Where permitted by law, you may also request the deletion of your personal data.

Please note that while you are not required to provide us with all the personal information we request, failure to do so may prevent us from being able to open an account for you, complete necessary regulatory checks, or provide certain products, services, or assistance that you may seek from us. Any requests to exercise your rights must be submitted in writing and accompanied by proof of identity to ensure proper verification. In some cases, an administrative fee may be charged to cover the cost of processing such requests.

12. Your Consent

By providing us with your personal information, including but not limited to your account details, you acknowledge and agree to the use of such information as outlined in this Privacy Policy. Your continued use of our website and services constitutes acceptance of the terms set forth herein. We reserve the right to update or amend this Privacy Policy when necessary, and any modifications will be published on our website. It is your responsibility to review the Privacy Policy periodically to ensure you remain informed of any changes. By continuing to use our website or services after updates are posted, you are deemed to have accepted those changes.

13. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices, policies, or content of third-party websites. We recommend reviewing the privacy policies of any external sites you visit.

14. Amendments to This Policy

We may amend this Privacy Policy from time to time. Updates will be posted on our website, and the date of the latest revision will be clearly indicated. Continued use of our services after changes have been published will be deemed acceptance of those changes.

15. Contact Us

If you have questions about this Privacy Policy, wish to exercise your rights, or make a complaint, you can contact us at operations@born2trade.com.