

## **PRIVACY POLICY**

March 2025

### **1. GENERAL**

This Privacy Policy governs collection, processing and use by us of your Personal Information that you provide us when accessing or using the website [www.b2prime.com](http://www.b2prime.com) (hereinafter – the “Website”) and any products or services offered by the us (**hereinafter** – “Services”).

"Personal Information" refers to information that identifies an individual, such as name, address, e-mail address, financial information, and banking details. “Personal Information” does not include anonymized and/or aggregated data that does not identify a specific user. We are committed to protecting and respecting your privacy. The purpose of this Privacy Policy is to describe:

- The types of Personal Information we collect and how it may be used;
- How and why we may disclose your Personal Information to third parties;
- The transfer of your Personal Information;
- Your right to access, correct, update, and delete your Personal Information;
- The security measures we use to protect and prevent the loss, misuse, or alteration of Personal Information;
- Our retention of your Personal Information;
- Some basic information regarding our use of cookies (for more details, please see our Cookie Policy).

### **2. WHO WE ARE**

This Privacy Policy governs how we, B2B Prime Services (subsidiary of B2B Prime Services EU Limited) a Mauritius Global Business Company (GBC) registered with the Corporate and Business Registration Department, a Department of the Ministry of Finance, Economic Planning and Development with a File Number C149003, and authorized and regulated by the Financial Service Commission of Mauritius (the FSC) under license # C117017139 issued on November 12, 2021, collect, process and use Personal Information.

We are a “controller” and “processor” for the purposes of the Data Protection Act 2017.

### **3. COLLECTION AND USE OF PERSONAL INFORMATION**

#### **3.1. PERSONAL INFORMATION WE COLLECT**

We collect the following Personal Information:

- Contact information, such as name, home address, and E-mail address.
- Account information, such as username and password.
- Financial information, such as bank account numbers, bank statement, trading activity and history, commissions charged, etc.
- Identity verification information, such as images of your government issued ID, passport, national ID card, driving license or other documents requested by our compliance department.

- Residence verification information, such as Utility bill details or similar information.
- Other information, obtained during our KYC procedures, such as information about your financial state and source of funds;

We also automatically collect certain computer, device, and browsing information when you access the Website or use of Services. This information is aggregated to provide statistical data about our users' browsing actions and patterns, and does not personally identify individuals. This information may include:

- The information about the computer or mobile device you use to access our Website, including the hardware model, operating system and version, the web browser you use, IP addresses and other device identifiers.
- Website usage information, the server log information, which may include (but is not limited to) your login details, the date and time of visits, the pages viewed, your IP address, time spent at our Website and the websites you visit just before and just after our Website.
- The bandwidth upload and download speeds, the amount of free and used storage space on your device and other statistics about your device.

We may automatically capture, store and otherwise process information about you even if you abandon the completion of an online application or registration form.

### **3.2. IP ADDRESS**

We may collect information about your computer, including, where available, your IP address, operating system browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns. We use this information for the operation of the Website, to maintain quality of the Website and to provide general statistics regarding use of the Website.

### **3.3. RECORDING OF TELEPHONE CONVERSATIONS AND OF ELECTRONIC COMMUNICATION**

We record, monitor and process any telephone conversations and/or electronic communications between the Company and you. All such communications are recorded and/or monitored and/or processed by us, including any telephone conversations and/or electronic communications that result or may result in transactions or your order services even if those conversations or communications do not result in the conclusion of such transactions. The content of relevant in person conversations and/or communications with you may be recorded by minutes or notes.

### **3.4. USE OF COOKIES AND SIMILAR TECHNOLOGY**

The Website uses cookies. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies are typically stored on your computer's hard drive.

Our Website uses cookies to enable you to use the Website, the Services we offer and the materials on the

Website. Cookies are also used to distinguish you from other users of our Website. This helps us to provide you with a good experience when you browse our Website and also allows us to improve our Website.

For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

### **3.5. HOW WE USE YOUR PERSONAL INFORMATION**

Personal data is processed to fulfill contractual obligations, comply with legal and regulatory requirements (AML/KYC), and, where required, with consent. We may use your Personal Information to:

- Process your transactions. We will process your Personal Information only for the purpose(s) for which it has been provided to us;
- Fulfill our legal or regulatory requirements;
- Verify your identity in accordance with the applicable legislation and our Anti Money Laundering policy, as well as address other law enforcement needs. We also may share your information with other financial institutions and with tax authorities if such actions are required from us due to any applicable legislation;
- Detect, investigate and prevent fraudulent transactions or unauthorized or illegal activities;
- Protect our rights and property;
- Personalize your Services experience;
- Analyze Website usage, and improve our Website and Website offerings. Analyzing and tracking data to determine the usefulness or popularity of certain content and to better understand the online activity of our Website users;
- Help us respond to your customer service requests and support needs, answer your inquiry or respond to a communication from you;
- Contact you about Services. The email address you provide may be used to communicate information and updates related to your use of the Services. We may also occasionally communicate technical notices, support or administrative notifications, company news, updates, promotions, and related information relating to similar products and Services provided by us.
- Administer a contest, promotion, survey or other features as will be more explained on the Website;
- Link, connect or combine Personal Information we collect from or about you with other Personal Information; and
- Carry out any other purpose or reason for which the Information was collected.

We do not perform behavioral tracking of a customer's activities on our Website or across different Websites, nor do we allow third-party data collection through our services.

### **3.6. MARKETING AND OPT-OUT**

We may periodically send promotional emails, newsletters and other emails about new services, our news or other information which we think you may find interesting. From time to time, we may also use your information to contact you for market research purposes, although you do not have to respond to them. We may contact you by email, phone, fax or mail when available. We may use the information to customize the Website according to



your interests.

In this respect, when we send you promotional emails, newsletters and other emails containing marketing information, you have the opportunity in an easy manner and free of charge to object to the use of your contact details, by automatically opting out of receiving further promotional emails, newsletters and other emails containing marketing information.

Alternatively, if you wish to stop receiving marketing communications from us, please contact us at [info@b2prime.com](mailto:info@b2prime.com) to opt-out.

#### **4. DISCLOSING AND TRANSFERRING PERSONAL INFORMATION**

We may disclose your Personal Information to third parties and legal and regulatory authorities, and transfer your Personal Information as described below:

##### **4.1. DISCLOSURES TO THIRD PARTIES**

In processing your transactions, we may share some of your Personal Information with our third party service providers who help with our business operations. Your information will not be sold, exchanged, or shared with any third parties without your consent, except to provide Services or as required by law. By using Website or Services you consent to the disclosure of your Personal Information as described in this Privacy Policy.

Non personally identifiable visitor information may be provided to third parties for marketing, advertising, or other uses. Our third party service providers are contractually bound to protect and use such information only for the purposes for which it was disclosed, except as otherwise required or permitted by law. We ensure that such third parties will be bound by terms no less protective than those described in this Privacy Policy, or those we are subject to under applicable data protection laws.

##### **4.2. DISCLOSURES TO LEGAL AUTHORITIES**

We may share your Personal Information with law enforcement, data protection authorities, government officials, and other authorities when:

- Compelled by subpoena, court order, or other legal procedure.
- We believe that the disclosure is necessary to prevent physical harm or financial loss.
- Disclosure is necessary to report suspected illegal activity.
- Disclosure is necessary to investigate violations of this Privacy Policy or any other agreement with you.

##### **4.3. INTERNATIONAL TRANSFERS OF PERSONAL INFORMATION**

We store and process your Personal Information in data centers around the world, wherever our facilities or service providers are located. As such, we may transfer your Personal Information between such data centers. Such transfers are undertaken in accordance with our legal and regulatory obligations and are performed only via protected channels.

#### **4.4. OTHER CIRCUMSTANCES FOR DISCLOSURE OF PERSONAL INFORMATION**

We can also disclose your Personal Information in the following circumstances:

- with your consent or at your instruction. Certain information you may choose to share may be displayed publicly, such as your username and any content you post when you use interactive areas of our Website like our online forums;
- with our current or future parent companies, affiliates, subsidiaries and with other companies under common control or ownership with us or our offices internationally. We ensure that listed parties will be bound by terms not less protective those described in this Privacy Policy, or those we are subject to under applicable data protection laws;
- if the sharing of Personal Information is necessary for protection of our rights and property, or rights and property of the above listed current or future parent companies, affiliates, subsidiaries and with other companies under common control or ownership with us or our offices;

#### **5. EXTERNAL WEBSITES**

Occasionally, the Website may provide references or links to other websites operated by third parties ("External websites"). We do not control these External websites or any of the content contained therein. You agree that we are in no way responsible or liable for External websites referenced or linked from our Website, including, but not limited to, website content, policies, promotions, products, services or actions and/or any damages, losses, failures or problems caused by, related to, or arising from those sites. External websites have separate and independent privacy policies. We encourage you to review the policies, rules, terms, and regulations of each site that you visit. We seek to protect the integrity of our site and welcome any feedback about External website information provided on our Website.

#### **6. YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION**

You have the right to access your Personal Information to correct, update, and block inaccurate and/or incorrect data. To exercise this right, contact us at [info@b2prime.com](mailto:info@b2prime.com). Within 40 days of receipt of your written request we will provide you with your Personal Information, including the purposes for which it was used and to whom it was disclosed to in accordance with applicable legislation. We reserve the right to request any additional information from you that may be necessary to provide a full response to your request, in accordance with applicable legislation.

Please note that if we are unable to verify your identity by e-mail messages or at your application to the call center, or in the case of reasonable doubts concerning your identity, we may ask you to provide a proof of identity, including by personal appearance in our office. This is the only way we can avoid disclosing your Personal Information to anyone impersonating you.

In some cases, we will not be able to change your Personal Information. In particular, such cases can include the event when your personal information has already been used during the execution of any agreement or

transaction, or is specified in any official document, etc.

You have the right to withdraw your consent to personal data processing. You may also exercise your right of erasure (right to be forgotten). In such cases, we will delete your Personal Information we process, except for those Personal Information which we are obliged to store in accordance with the requirements set forth by the applicable legislation.

Please be advised that in case of realization of your right of withdrawal of consent to personal data processing or right to be forgotten, we may not be able to provide you our products or services, and we have a special right to terminate all our current agreements with you, including all legal consequences of such termination, and you irrevocably acknowledge such right.

In order to withdraw your consent to personal data processing and/or exercise your rights to be forgotten, please contact us at [info@b2prime.com](mailto:info@b2prime.com). Furthermore, in this case, for the purposes of safety, we may request you to present your ID document, including directly at our office.

## **7. SECURITY OF PERSONAL INFORMATION**

We use a variety of security measures to ensure the confidentiality of your Personal Information, and to protect your Personal Information from loss, theft, unauthorized access, misuse, alteration or destruction. These security measures include, but are not limited to:

- Password protected directories and databases.
- Secure Sockets Layered (SSL) technology to ensure that your information is fully encrypted and sent across the Internet securely.
- Limited access to hosting servers using 2FA and traffic encryption
- All financially sensitive and/or credit information is transmitted via SSL technology and encrypted in our database. Only authorized personnel are permitted access to your Personal Information, and these personnel are required to treat the information as highly confidential.

These security measures will be reviewed regularly in light of new and relevant legal and technical developments.

We keep personal data physically/on paper and electronically.

## **8. BREACH AND SECURITY INCIDENTS**

Breach of security leads to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed. We are responsible for ensuring immediate action in the event of a security incident or personal data breach.

We have in place procedures to deal with any suspected personal data breach and we will notify you and the relevant competent regulator for the breach where we are legally required to do so. If you require further information on how we deal with a data breach, please contact us at [info@b2prime.com](mailto:info@b2prime.com).



## **9. CHILDREN**

No one under 16 years of age is authorized to use the Website and we do not intentionally process personal data from anyone under the age of 16. If you are a parent or the holder of parental responsibility of a person under the age of 16 who has submitted personal data, please contact us at [info@b2prime.com](mailto:info@b2prime.com).

## **10. RETENTION OF PERSONAL INFORMATION**

We retain Personal Information for as long as necessary to fulfil purposes described in this Privacy Policy, subject to our own legal and regulatory obligations. In accordance with our record keeping obligations, we will retain account and other Personal Information for at least seven years after termination of respective agreement.

## **11. CONTACT US**

Please contact us with questions, comments, concerns or complaints regarding our Privacy Policy and/or practices at [info@b2prime.com](mailto:info@b2prime.com)

## **12. COMPLAINTS**

If you are unsatisfied with our response to your concerns or complaints, you have the right to lodge a complaint with the Data Protection Commissioner of Mauritius, more information about which can be found on their website.

## **13. VALIDITY**

This Privacy Notice is effective this 1st day of March 2025, until revoked or amended by us.

We reserve the right to change or amend this Privacy Policy without further notice to you, provided that the changes do not significantly reduce your rights under this Privacy Policy. We recommend you to review this Privacy Policy frequently in order to stay updated about any possible changes. If we make material changes to this Privacy Policy, then you will be notified by means of a notice on the Website.

The latest and prevailing version of this Privacy Policy will at all times be available on the Website and will be effective immediately upon posting on the Website.