
MULA MARKETS (PTY) LTD

FSP 53319

Suite 38, 5th Floor, Katherine & West, 114 West Street, Sandton, 2196, South Africa

WWW.MULA.CO.ZA

SECURITY POLICY

This Security Policy is subject to regular review and will be updated as required. Mula Markets (Pty) Ltd ("Mula", "Company", "we", "us", "our") acknowledges and takes seriously its obligations under the applicable laws and regulations of South Africa relating to information security, including the Protection of Personal Information Act 4 of 2013 ("POPIA").

This policy explains the technical and organisational measures Mula applies to protect client and website data. It should be read together with our Privacy Policy, which explains what personal information we collect and how we use it.

1. Roles and Data Sharing

Mula acts as an authorised Financial Services Provider (FSP 53319) providing intermediary, onboarding, and marketing services. Client trading accounts, transactions, and funds are held with AT Global Markets SA (Pty) Ltd, trading as ATFX Connect (FSP 44816), a licensed OTC Derivatives Provider ("the ODP Provider").

As part of onboarding and ongoing account administration, personal information you provide to Mula may be shared with the ODP Provider and its service providers (including for identity verification, Customer Due Diligence, and Anti-Money Laundering checks) under appropriate confidentiality and security safeguards. Further detail on how your information is shared is set out in our Privacy Policy.

2. Data Protection

We take the security of your personal data seriously. Information transmitted through our website and client platforms is protected using industry-standard encryption (SSL/TLS). Data held on our systems is subject to access controls, and access is limited to personnel and service providers who require it to perform their functions.

3. Secure Payment Processing

Deposits and withdrawals are processed via secure, PCI DSS-compliant payment gateways and payment service providers. Mula does not store client credit card or full banking details on its own servers.

4. Account Protection

Clients are responsible for maintaining the confidentiality of their login credentials for the Client Profile and trading platform. We recommend:

- Using a strong, unique password for your account;
- Never sharing your login credentials, account number, or one-time passcodes with anyone;
- Notifying us immediately if you suspect your account security has been compromised.

You are responsible for all activity conducted using your login credentials, except where unauthorised use is caused by Mula or the ODP Provider.

5. Website and Platform Security

Our website and client-facing platforms are monitored on an ongoing basis and protected using firewalls, anti-malware controls, and other reasonable technical security measures. The trading platform and related infrastructure are provided and secured in conjunction with our technology and platform service providers.

While we apply reasonable safeguards, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

6. Confidentiality of Information

We do not sell your personal information. Information is shared only as described in our Privacy Policy — including with the ODP Provider, regulators, and service providers who support our operations — or as required by law.

7. Reporting Security Concerns

If you notice any suspicious activity on your account, or have questions about our security measures, please contact us at compliance@mula.co.za.

8. Changes to This Policy

We may update this Security Policy from time to time to reflect changes in our practices, technology, or legal and regulatory requirements. Updates will be posted on our website.