

Privacy Policy

Ibex Mercado SV, S.A. de C.V. - El Salvador
Last updated: July 7, 2026 · Version: 1.2 · Bilingual (EN / ES)

1. Introduction

This Privacy Policy explains how **Ibex Mercado SV, S.A. de C.V.** ("Ibex", "we", "us"), as **data controller**, collects, uses, stores, and protects the personal data of users of our website, applications, and services. We are committed to protecting your privacy and to processing your data lawfully and transparently.

2. Data controller and contact

- **Controller:** Ibex Mercado SV, S.A. de C.V.
- **Registered address:** Calle Circunvalación, Avenida La Revolución, Local 09, Colonia San Benito, Edificio Plaza Presidente, Nivel 06, San Salvador, El Salvador.
- **Privacy contact/Data Protection point of contact:** soporte@poweredbyibex.io.
- **Applicable Law:** Law for the Protection of Personal Data (Decree No. 144 of 2024).

3. Personal data we collect

Depending on how you interact with us, we may collect:

- **Identification data:** name, date of birth, nationality, government-issued identification, tax ID.
- **Contact data:** email address, telephone number, postal address.
- **Corporate data (for legal entities):** company documents, beneficial-ownership information, representatives' data.
- **Verification data:** documentation and information gathered during KYC/KYB, including selfies or liveness checks where applicable.
- **Transaction data:** records of Conversion Orders, amounts, wallet addresses, and settlement details.
- **Technical and usage data:** IP address, device information, log data, and usage of our platform.

4. How we use your data (purposes and legal bases)

We process your data to:

- provide and operate the Services (performance of a contract);
- comply with legal and regulatory obligations, including AML/CTF and reporting duties (legal obligation);
- prevent fraud, secure our platform, and manage risk (legitimate interest and legal obligation);
- communicate with you regarding your account and the Services;
- improve our services and website (legitimate interest, where permitted).

Where required by Applicable Law, processing is carried out on the basis of your consent, which you may withdraw at any time without affecting prior lawful processing.

5. Sharing and disclosure

We may share your data with:

- **Service providers** who support our operations (identity verification, transaction monitoring, blockchain analytics, cloud hosting), under confidentiality and data-processing obligations;
- **Competent authorities and regulators**, where required by law or in response to lawful requests;
- **Entities within the Ibex group**, where necessary for the provision of the Services and under adequate safeguards.

We do not sell your personal data.

6. International transfers

Where personal data is transferred outside El Salvador, we implement appropriate safeguards to protect it in accordance with Applicable Law.

7. Data retention

We retain personal data for as long as necessary to fulfill the purposes described with the Applicable Law, and thereafter as required to comply with legal, regulatory, and AML record-keeping obligations.

8. Your rights

Subject to Applicable Law, you have the right to access, rectify, and request deletion of your personal data, to object to or restrict certain processing, and to withdraw consent where processing is based on it. Some of these rights may be limited where we are legally required to retain data (for example, AML obligations). To exercise your rights, contact us at soporte@poweredbyibex.io.

9. Security

We implement technical and organizational measures designed to protect personal data against unauthorized access, loss, or misuse. No system is entirely secure, but we work continuously to safeguard your information.

10. Cookies and similar technologies

Our website may use cookies and similar technologies. Non-essential cookies are used only with your consent, which you can manage through the cookie settings on our website.

11. Children

The Services are not directed to persons under the age of 18, and we do not knowingly collect their personal data.

12. Changes to this Policy

We may update this Privacy Policy. The updated version will be published on our website with its effective date.

13. Contact

For any privacy-related question or to exercise your rights: soporte@poweredbyibex.io.