



STARTRADER South Africa

Privacy Policy

STARTRADER is a brand name of STARTRADER International (Pty) Ltd, an authorised Financial Service Provider ("FSP") registered and regulated by the Financial Sector Conduct Authority ("FSCA") of South Africa under license number 52464, and located at 18 Cavendish Road, Claremont, Cape Town, Western Cape 7708, South Africa.

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1. INTRODUCTION

STARTRADER International (Pty) Ltd ("we", "us" or "STARTRADER"), is a company registered and headquartered in South Africa (registration number: 2022/435897/07), and a financial service provider authorised and regulated by the Financial Sector Conduct Authority ("FSCA") under FSP license number 52464, governed by the Financial Advisory and Intermediary Services Act, 2002 (Act No. 37 of 2002).

We operate as an intermediary, providing clients with access to derivative instruments through relationships with established market makers. Our business is built on integrity and transparency, offering an industry-leading combination of dynamic products, competitive trading conditions and dedicated support to both traders and affiliates.

It is STARTRADER's mission to facilitate access to a wide range of derivative instruments in a regulated environment, supported by robust trading infrastructure and client service.

2. COMMITMENT

STARTRADER is committed to protecting the privacy of all personal information which it obtains from you, including the information obtained during your visits to this website or the provision of other services to you. STARTRADER will only use your personal information in accordance with this Privacy Policy and otherwise in accordance with the Protection of Personal Information Act, 2013, as amended from time to time.

3. STARTRADER COLLECT PERSONAL INFORMATION

STARTRADER collects certain personal information in order to meet its regulatory obligations and to provide intermediary services to its clients. The information collected enables us to facilitate account establishment, verify client identity, and maintain the client relationship in compliance with applicable laws and regulations.

In addition, this information assists us in monitoring and improving the services we provide in our capacity as an intermediary.

4. WHAT INFORMATION DOES STARTRADER OBTAIN?

STARTRADER collects and holds information that you provide when completing an online application, submitting forms or using our services, including accessing and operating your account through our website or other platforms we make available. STARTRADER may also derive information from your use of our website and related services. This may include details such as:

- Areas of the site visited and pages viewed;
- Frequency and duration of visits;
- Types of transactions conducted;
- Documents accessed or downloaded; and
- Referring websites or links followed to or from our site.

5. HOW WILL STARTRADER USE THIS INFORMATION?

STARTRADER may use your personal information for any one or more of the following purposes:

- to provide the services to you that you have requested, including processing transactions;
- to verify your identity and conduct necessary due diligence checks;
- to establish, maintain and manage your client profile and account;
- to contact you when necessary or appropriate in relation to the services being provided to you;
- to keep you informed about account activity and relevant updates relating to our services;
- to manage and administer the services made available to you;
- to provide you with information about our services and, where permitted by law and subject to your marketing preferences, other services that may be of interest;
- to tailor our website and platforms to better reflect your needs and interests; and
- to generate anonymised statistical data to help us improve our services.

By engaging with us, you consent to STARTRADER using your personal information for the purposes set out above. You also consent to STARTRADER transferring your personal information outside South Africa, where this is necessary for STARTRADER to fulfill its contractual obligations to you. Any such transfers are carried out only where Vantage has ensured that the recipient organisation maintains appropriate safeguards to protect your personal information in accordance with applicable data protection laws.

6. WHO MAY STARTRADER DISCLOSE THIS INFORMATION TO?

STARTRADER may be required to provide your personal information to the regulator and government bodies from time to time. STARTRADER may also disclose your personal information to:

- financial institutions and other similar organisations that deals within the course of its corporate activities, or those that are nominated by you;
- external service providers and professional advisers (which may be located overseas) that provide services to STARTRADER;
- any organisation at your request or any persons acting on your behalf, including your financial adviser, broker, solicitor or accountant;
- any third parties where this is necessary to process a transaction or provide services which you have requested; or
- any authority to whom STARTRADER is required to disclose such information by law. Please note that STARTRADER does not sell or provide your personal information to third parties for marketing purposes.

7. UPDATING YOUR INFORMATION

You may inform STARTRADER at any time that your personal details have changed or that you wish STARTRADER to delete personal information we hold about you by emailing us at

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support@STARTRADER.com. STARTRADER will change or delete your personal information in accordance with your instructions, except to the extent that we are required to hold your personal information for regulatory or legal purposes, to provide you with the services you have requested or to maintain adequate business records.

8. LINKS

When you use this website or other services we provide to you, you may be able to link to other websites. This Privacy Policy does not apply to those sites. STARTRADER encourages you to read the privacy policies on such sites.

9. COOKIES

STARTRADER uses cookies to gather information about your access to this website and other services we provide to you. Cookies are small pieces of information which use a unique identification tag and are stored on your device as a result of you using this website or other services we provide to you. When cookies are used by us, they collect statistical information about how you use our services. Most internet browsers are set up to accept cookies. If you do not wish to receive cookies, you may be able to change the settings of your browser to refuse all cookies or to have your computer notify you each time a cookie is sent to it and thereby give yourself the choice whether to accept it or not. However, this may impair the quality of the services that we provide to you in relation to your account.

10. SECURITY

STARTRADER takes security very seriously and adopts industry and information security best practices to protect your personal information and ensure it is not accessed by unauthorised persons. Measures include encryption of data during transmission, strong authentication mechanisms and secure access to machines and data.

11. WHAT ARE YOUR RIGHTS?

You need not give us any of the personal information requested by STARTRADER. However, without that information, STARTRADER may be unable to open an account for you, where the information is requested in an application form, or to provide you with any other services, information or assistance you have sought. Should you have any questions or complaints about your privacy, please contact us. If a complaint is not resolved by STARTRADER to your satisfaction, you may complain to the Information Commissioner.

Under data protection legislation, you have (subject to certain exceptions) the right to obtain copies of any personal information which STARTRADER holds about you and to inform STARTRADER of any inaccuracy.

If you have a request, please contact us to obtain a subject access request form.

We may charge a nominal fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

12. YOUR CONSENT

By accessing this website or other services we provide to you, you consent to STARTRADER collecting, maintaining, using and disclosing personal information about you and provided by you or by another person as described above.

13. AMENDMENTS TO POLICY

STARTRADER may make changes to this Privacy Policy from time to time for any reason and will notify you of such changes by posting an updated version of this policy on this website. You are responsible for regularly reviewing this Privacy Policy, and if you use this website or other service, we provide to you after any changes are published, any such use shall constitute your agreement to those changes.