



# PRIVACY POLICY

SKYVAULT HOLDING SOCIALFI LTD



Company: Skyvault Holding SocialFi LTD

Register Number: 15633009

# PRIVACY POLICY

Protecting your privacy and personal and financial data is one of our top priorities at MXDEX.

## Important Information

This Privacy Policy relates to your use of our website(s), MXDEX trading: Online Trading and application (the “app”) and to information collected by us in relation to your opening of and of your Account and the services provided by MXDEX.

## About us

For the purpose of this Privacy Policy, MXDEX includes:

The SKYVAULT HOLDING SOCIALFI LTD company with registered office address at Malaysia House, 57 Trafalgar Square, London, England. Company number is 15633009.

Your personal data will be controlled by the relevant MXDEX that provides services to or is in electronic communication with you. In some instances, your personal data will be controlled by and or exchanged between more than one MXDEX, as applicable.

Any enquiries with regards to the use of your personal data should be sent to [support@mxdex.io](mailto:support@mxdex.io)

## What Personal Data Do We Collect and Process

We may collect, use, store and share different kinds of your personal data, such as:

Your name, username or similar identifier, title, date and place of birth, gender, country of residence and citizenship;

Your contact information and billing address, delivery address, email address, telephone number(s);

Information about you that are saved in numerous papers in various forms or copies of them, including your passport, identification card, driver's license, as well as documents for evidence of your address, utility bill, payslip/tax return as proof of source of funds, credit checks;

Your economic profile includes assets, income, financial position/source of wealth, job status, profession and industry, bank account and bank statement, e-wallet, and credit card information;

Your education, profession and/or details about your work, nationality;

Contractual Data: such as details about the services and or products offering;

Trading information Data: reason for opening the account, experience in trading, risk tolerance and risk profile;

Details about payments to and from you, information on products and services you have purchased from us, deposit methods, purpose of transactions with us;

National identifier Data: such as tax identification number, country of tax residence;

Profile Data: such as your username and password, purchases or orders made by you, historical data about the trades and investments you have made, your preference for certain types of products and services, products you trade with us, your interests, preferences, feedback, and survey responses;

Details about you that are available online, are in public records or other open available sources;

Your consents, any permission or preferences given to MXDEX;

Marketing and Communications Data: such as details about you from letter, email, and discussion, conversations between us, and your decision to receive marketing from us and any third-party organizations on our behalf;

Technical Data: such as internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website and mobile app and electronic services;

Usage Data: such as information about how you use our website, mobile app, products, and services.

We obtain such data in a variety of methods, including your usage of our services and website, account opening applications, demo sign up forms, and information supplied during continuing customer care interactions.

We also process personal data generated by us in the course of providing you with our services such as Transaction Data.

We may ask for other personal data from time to time (for example, through market research, surveys or special offers). If you choose not to provide the information we need to fulfill your request for a specific product or service, we may not be able to provide you with the requested product or service.

We also use cookies on our website to ensure that our website works effectively, for fraud prevention, security and to support your trading activities. Cookies are small text files sent from our web server to your computer.

We may enlist outside organizations to help us manage the website and collect and analyze statistical data. These outside organizations may install and use their own cookies on our behalf.

We may record any communications, electronic, by telephone, in person or otherwise, that we have with you in relation to the services we provide to you and our business relationship with you. These recordings will be our sole property and will constitute evidence of the communications between us for the purpose of complying with our regulatory obligations. Such telephone conversation may be recorded without a prior warning tone or any other further notice.

### **Who We Share Personal Data with & in What Circumstances**

We may disclose your personal information to our entities part of the same group of MXDEX companies, service providers who are involved in the delivery of products or services to you, e.g. payment service providers; other third parties we use to help us run our business, eg. outsourced compliance services, website hosts and website analytics providers, our banks.

We or the third-parties mentioned above occasionally may also share personal data with: our and their external auditors, eg in relation to the audit of our or their accounts, in which

case the recipient of the information will be bound by confidentiality obligations; our and their professional advisors (such as lawyers and other advisors), in which case the recipient of the information will be bound by confidentiality obligations;

We may pass your personal data on to third party authentication service providers when you use our system to perform identity checks and documents verification- we do this in order to comply with our legal obligations. When transferring your information to third-parties, we maintain the confidentiality and security of the information being transferred.

We retain the right to share personal data to third parties if required by law or if we receive formal demands from law enforcement and other government authorities, as specified in our agreement with you.

We may also give your personal data to tax authorities or organizations that require it to comply with laws against money laundering and funding terrorism, or as necessary to safeguard our rights or property.

In order to give you comprehensive, state-of-the-art high-quality service, we may exchange your personal data with our partners. At your request, we can provide information about the services that our partners provide for us.

We monitor the usage of data from agents or third parties to ensure that they comply with our confidentiality and data protection policies, ensuring that no misuse of information and data takes place. The Company has access at all times to the data used by agents or third parties.

## **Security and Protection**

MXDEX complies with the Payment Card Industry Data Security Standard (PCI DSS) to ensure your security and privacy. We conduct regular vulnerability scans and penetration tests in accordance with the PCI DSS requirements for our business model.

We have put in place appropriate and reasonable security measures to prevent your personal information from being lost, used, collected, disclosed, modified, disposed of, or accessed in an unauthorized manner. Furthermore, we limit access to your personal information to those who have a genuine need to know it. They will only process your

personal information in line with our instructions and are obliged by confidentiality obligations.

We have created methods to deal with any suspected data security breach, and we will notify you and any relevant authorities if we are legally obligated to do so.

### **Use of Cookies**

We use cookies to ensure that our website works effectively, for fraud prevention, security and to support your trading activities. Cookies are small text files sent from our web server to your computer.

We may enlist outside organizations to help us manage the website and collect and analyze statistical data. These outside organizations may install and use their own cookies on our behalf.

### **How Do We Store Your Personal Data and For How Long?**

MXDEX will process personal data for as long as we have a business relationship with you, in a combination of secure computer storage facilities and paper-based files and other records and we will take the necessary measures to protect the personal data we hold about you from misuse, loss, unauthorized access, modification or disclosure. If you instruct us to cease using or processing your personal data, we have the right to terminate any existing services to you within a reasonable time or immediately, as determined by the Company.

When we consider that personal data is no longer needed for the purpose for which it was collected, we may remove any details that may identify you or we may securely destroy the records. However, we may need to maintain records for a significant period of time (after you cease to be our client) subject to certain AML laws that require us to retain a copy of the documents we used in order to comply with our customer due diligence obligations as well as supporting evidence and records of transactions with you and your relationship with us.

For the personal data held in the form of an email, telephone, electronic, in person or otherwise recorded communication, the information will be retained in line with the requirements of our Regulatory Authority.

If you have opted out of receiving marketing communications we will hold your details on our suppression list so that we know you do not want to receive these communications.

We may keep your data for a longer time than the retention period if for legal, regulatory or technical reasons we cannot delete it.

### **Changes to The Privacy Policy**

By registering a Personal Area, you agree to and accept all of the provisions set forth in the Privacy Policy. Communication between you and MXDEX begins as soon as we send you an email confirming your registration on our website. We may also send you information about changes and new services via email or receive emails with your questions and suggestions. This information is not confidential.

By accepting the conditions of this Privacy Policy, you agree to allow us to use the information we receive from you via email, including various ideas, methods, marketing designs, and know-how, without incurring any additional obligations.

We may review, store, and delete correspondence from you in accordance with the relevant legislation.

We may analyze your internal messages in order to evaluate the quality of our services.

Occasionally, we may update the Privacy Policy and immediately post the new version to our website. We recommend that you periodically read this Privacy Policy in order to always have the latest information concerning how your personal data is processed.

### **Your Rights in Relation to Your Personal Data**

Subject to certain conditions and according to the applicable data protection laws, you may have the right to be informed and/or request from the Company access to and correction/rectification and/or processing restriction and/or erasure of Your personal data and/or to object to processing of Your personal data (e.g. for marketing purposes) as well the right to withdraw consent (where applicable). Such personal data are collected for the purposes of compliance by the Applicable Regulations and Your refusal to provide the information requested may result in rejection or/and Your account(s) closure.

## Contact Us

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your interaction with us.

If you have any questions or suggestions regarding this Privacy Policy, please contact us at [support@mxdex.io](mailto:support@mxdex.io)