
PRIVACY POLICY

Last updated: 03/07/2026 | Version 1.1

1. Who We Are

BXPRO Limited ("BXPRO," "we," "us," or "our"), registered in Saint Lucia under Registration Number 2025-00852, with registered office at Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros Islet, Saint Lucia, is the data controller for the personal information described in this Privacy Policy.

2. Information We Collect

- Identity information (name, date of birth, nationality, government-issued ID)
- Contact information (address, email, phone number)
- Financial information (source of funds, bank/payment details, trading history)
- Technical information (IP address, device data, cookies, browser type)
- Records of your communications with our support and compliance teams

3. Why We Collect It

- To open and administer your trading account
- To comply with AML/KYC and other regulatory obligations
- To process deposits, withdrawals, and transactions
- To communicate with you about your account
- To detect and prevent fraud, market abuse, and financial crime
- To improve our website and services
- To send you marketing communications, where you have opted in, in accordance with Section 10 below

4. Legal Basis for Processing

We process personal data on the basis of: performance of our contract with you, compliance with legal and regulatory obligations, our legitimate business interests (including fraud prevention and service improvement), and, where required, your consent.

5. Who We Share It With

- Regulatory authorities and law enforcement agencies, where required
- Payment processors and banking partners
- Liquidity providers, to the extent necessary to execute your trades
- Third-party service providers (IT, compliance, fraud detection) bound by confidentiality obligations
- Our Affiliates, for administration of the account relationship

We do not sell personal data to third parties.

6. International Transfers

We are based in Saint Lucia and operate an office in Dubai, and our service providers and Affiliates may be located in other countries. Where personal data is transferred outside the country in which it was collected, we take reasonable steps to ensure it receives an equivalent level of protection, which may include contractual safeguards with the recipient, restricting transfers to jurisdictions with adequate data protection standards, or obtaining your consent to the transfer where required. You may request further information about the safeguards applied to a specific transfer by contacting support@bxpros.com.

7. Data Retention

We retain personal data for as long as your account remains active, and for at least seven (7) years after account closure, or such longer period as required by Applicable Law, including AML recordkeeping obligations.

8. Your Rights

Subject to Applicable Law, you may have the following rights in relation to your personal data:

- Access — to request a copy of the personal data we hold about you
- Rectification — to request correction of inaccurate or incomplete data
- Erasure — to request deletion of your data, where we are not required to retain it for legal, regulatory, or AML purposes
- Restriction — to request that we limit how we use your data in certain circumstances
- Objection — to object to certain processing, including processing based on our legitimate interests
- Portability — to request your data in a structured, commonly used, machine-readable format, where technically feasible
- Withdrawal of consent — see Section 11 below, where processing is based on your consent

Requests can be sent to support@bxpros.com. We will respond within a reasonable time and may need to verify your identity before actioning a request. Some rights may be limited where we have an overriding legal, regulatory, or AML obligation to retain or process the data.

9. Cookies

Our website uses cookies and similar tracking technologies to operate correctly, keep you signed in, remember your preferences, and understand how the website is used. The categories of cookies we use include:

- Essential cookies — required for the website and client portal to function and cannot be switched off
 - Performance and analytics cookies — help us understand how visitors use the website so we can improve it
 - Functional cookies — remember choices you make, such as language or region
 - Marketing cookies — used, where applicable, to measure the effectiveness of communications
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You can control or delete cookies through your browser settings at any time. Disabling certain cookies may affect the functionality of the website or client portal.

10. Marketing Preferences

Where you have consented to receive marketing communications from us (for example, by email), you may withdraw that consent and opt out at any time by using the "unsubscribe" link in the relevant communication or by contacting support@bxpros.com. Opting out of marketing communications does not affect service communications relating to your account, transactions, or regulatory notices, which we may still need to send you.

11. Withdrawal of Consent

Where our processing of your personal data relies on your consent, you may withdraw that consent at any time by contacting support@bxpros.com. Withdrawing consent does not affect the lawfulness of processing carried out before the withdrawal, and does not affect our ability to continue processing your data where another legal basis applies, such as compliance with our AML/KYC or other regulatory obligations.

12. Security

We use SSL encryption and other reasonable technical and organisational measures to protect personal data. No system is completely secure, and we cannot guarantee absolute security.

13. Complaints

If you have a concern about how we handle your personal data, please contact us first at support@bxpros.com so we can try to resolve it, using the process set out in BXPRO's Complaints Handling Policy. Where available under applicable law, you may also have the right to lodge a complaint with a competent data protection authority.

14. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be notified via the website or by email.

15. Contact Us

Questions about this Policy, or requests relating to your personal data, can be directed to our privacy contact at support@bxpros.com, or by post to BXPRO Limited, Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros Islet, Saint Lucia.