ARENA

Privacy Policy

1. PRIVACY CLAUSE

AR Markets Limited is a company incorporated under the laws of Autonomous Island of Anjouan, Union of Comoros, with company registration number 15674 and registered office located at Hamchako, Mutsamudu, The Autonomous Island of Anjouan, Union of Comoros. AR Markets Limited operates in accordance with applicable financial services regulations of Autonomous Island of Anjouan, Union of Comoros.

We are committed to protecting the privacy and security of our clients' personal and financial information. This Privacy Policy explains how AR Markets Limited collects, uses, stores, and discloses your personal information.

By using our website and/or services or opening an account with us, you agree to the collection and use of your personal data in accordance with this Privacy Policy.

2. COLLECTION OF PERSONAL INFORMATION

We collect personal information directly from you or through your interaction with our services. This information is used to:

- Verify your identity and contact details;
- Open and manage your trading account;
- Communicate with you about your account;
- Enhance our services and user experience;
- Market relevant financial products and services.

Information collected includes, but is not limited to, your full name, address, contact details, date of birth, gender, passport or ID number, employment information, financial background (e.g., income, net worth, trading experience), and technical data (IP address, browser type, device, and transaction history).

We also retain certain records to comply with legal obligations, even after an account is closed.

3. SHARING OF PERSONAL INFORMATION

AR Markets Limited does not sell, lease, or license your personal information. We may disclose personal data to:

- Group companies and affiliates, if applicable, for operational purposes;
- Third-party service providers engaged for account processing, customer service, IT services, compliance, or marketing research;
- Regulatory bodies, law enforcement agencies, or courts when legally required.

When you interact with third-party platforms via our website, those entities may collect your data under their own privacy policies. AR Markets Limited is not responsible for the content or data handling practices of external sites.

4. SECURITY OF PERSONAL INFORMATION

We implement advanced cybersecurity measures, including encryption, firewall protection, secure access protocols, and continuous monitoring, to protect your personal and financial information.
You are responsible for maintaining the confidentiality of your account credentials (e.g., username, password). Our website uses encryption and verification mechanisms to ensure the authenticity and security of all transmissions.

5. DATA RETENTION POLICY

Your personal data is retained only as long as necessary to:

- Maintain our business relationship with you;
- Satisfy legal, regulatory, and auditing requirements;
- Defend against potential legal claims;
- Handle any service-related complaints.

Where data cannot be fully deleted due to technical constraints, we apply appropriate safeguards to prevent unauthorized access or use.

6. CHANGES TO THIS PRIVACY POLICY & OPT-OUT RIGHTS

AR Markets Limited reserves the right to amend this Privacy Policy at any time. Updates will be published on our website. Continued use of our services constitutes acceptance of any amendments.
You may request to opt out of data sharing with third parties by contacting us. If you maintain multiple accounts, a separate request must be submitted for each.
All privacy-related disputes are governed by this policy and your Customer Agreement with AR Markets Limited.

7. LEGAL DISCLAIMER

AR Markets Limited may disclose your personal information when required by law or regulation, or to protect its legal rights. We are not liable for unauthorized access to data arising from your failure to safeguard login credentials or due to third-party systems outside of our control.

Contact Us

If you have any questions regarding this policy or wish to make a privacy-related request, please contact our support team at:

Email: support@arfx.com