

PRIVACY POLICY

Libra Wealth (Pty) Ltd, also known as "VPTrade," holds authorization and regulation from the Financial Sector Conduct Authority ("FSCA") under license number 52313. This authorization allows the company to provide intermediary services related to derivative instruments.

1. AUDIENCE ENGAGEMENT NOTICE

This protocol pertains to any individual or individuals visiting our website or those who have sought products from us.

This declaration outlines our stance regarding all recorded information about you, encompassing both personally identifiable and non-identifiable data.

Our commitment revolves around safeguarding your privacy and confidentiality. We acknowledge the legitimate concerns of all users regarding the usage of their data, ensuring it serves only their intended purposes and remains secure from inadvertent third-party access. Our policy is explicit and stringent, aligning with South African law, particularly the Protection of Personal Information Act No. 4 of 2013, as amended ("POPI"). If you believe our policy deviates from your expectations or that we are not upholding it adequately, please reach out to our Information Officer with our compliance team at: compliance@vptrade.com.



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Except as delineated below, any personally identifiable information gathered by us is not shared, sold, or disclosed to third parties.

Acceptance of this policy signifies that you have perused, comprehended, embraced, and consented to be bound by all its provisions, and you willingly provide us with your information.

2. INDIVIDUAL INFORMATION

Overview of Personal Details:

- ❖ Varied information gathered automatically during your website visits or application use, encompassing, but not confined to:
- ❖ Identification details, including name and surname;
- ❖ Email address;
- ❖ Contact particulars;
- ❖ Company identity;
- ❖ Registration credentials;
- ❖ VAT registration;
- ❖ Residential and mailing address.



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3. DATA COLLECTION, USAGE, AND SHARING INSIGHTS

In the course of availing services or acquiring products via our platform, we gather personal data, encompassing, yet not confined to, your name, contact number, and residential address. This data is employed to execute your order and is accessible to our staff and representatives for order completion.

Upon reaching out to Libra Wealth (Pty) Ltd for inquiries, service utilization, or product procurement, your personal data is securely stored on protected servers.

Your personal details remain exempt from marketing or advertising use and will not be shared with external parties without your explicit consent.

Opting to receive notifications or advertisements through registration entails the collection of your personal data, including name, contact details, and email address. This information is employed to furnish you with pertinent data and deliver related content deemed suitable for you.

The dissemination of this information to employees and involved third parties adheres to strict measures. We ensure that third parties handling your personal data comply with our privacy policy.

We affirm our commitment to uphold the confidentiality of collected information, utilizing it exclusively for the outlined purposes.



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Your details will not be disclosed to any individual beyond our staff or designated contractors who possess a legitimate need for the provided information.

Submission of personal information, whether yours or another individual's, is only permissible with explicit consent.

4. INFORMATION UTILIZATION

Your personal data may be utilized to meet our commitments to you. These obligations encompass providing you with products through sales, informing you of special offers and current advertisements related to our products, and delivering purchased items to you. Periodic administrative messages and email updates about the website may also be dispatched to you.

5. WEB TRACKING MECHANISMS

- ❖ Web tracking mechanisms, commonly known as cookies, are compact text files deployed by websites on your computer's hard drive through your web browser during your site visits. They play a crucial role in optimizing website functionality and furnishing site owners with valuable information.
- ❖ Similar to other users of cookies, we may retrieve information from your computer when your browser seeks a web page from



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our server. These cookies enable our server to recognize you, monitor your activities, and trace the pages you explore during your website visit. The cookies employed may persist for a single visit (deleted upon closing your browser) or endure until deletion or a predetermined timeframe.

- ❖ While your browser settings may allow you to disable cookies, we recommend enabling them to access the full functionality of our website. Disabling cookies may limit your ability to utilize all features. Our use of cookies encompasses:
 - ❖ Facilitating essential functions of our website;
 - ❖ Gathering data on how visitors navigate our site in an anonymous format, including visitor count, origin, and page interactions;
 - ❖ Storing your personal information to obviate the need for fresh input during subsequent visits.

6. COMPLAINTS

In handling complaints, all details provided are meticulously documented for the purpose of resolution. Your complaint data is utilized exclusively to address and rectify the issues raised. If the nature of your complaint necessitates communication with another party, we may selectively share pertinent details with them. This is done sparingly, and the decision to disclose information rests solely with us.



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Additionally, we might aggregate statistics derived from these complaints to gauge the quality of our service. However, any such assessments are conducted in a manner that upholds confidentiality and does not reveal identifiable information about you or any other involved party.

7. INFORMATION SECURITY

Safeguarding personal information is a paramount priority for us, and we diligently adhere to relevant data protection regulations. All personal data is securely stored on our servers and is accessible only through password-protected measures. Access to this information is limited to senior IT technicians at Libra Wealth (Pty) Ltd and our designated IT service provider.

We uphold strict confidentiality standards for your personal data and will only disclose it to individuals necessitating such information to fulfill the services or requests initiated by the person who furnished the personal details. Any sharing of this information will be conducted with your explicit consent.



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8. GOVERNMENT DISCLOSURE PROTOCOL

In specific situations, we may be obligated to disclose personal information:

- ❖ In response to a subpoena or court order;
- ❖ To adhere to legal requirements;
- ❖ To ensure the safety of individuals or the public at large; and
- ❖ To prevent any breaches of our customer relationship terms.

9. NON-COMMERCIAL USE POLICY

We strictly refrain from selling personal information. Your personal information will not be shared with any external parties, except as outlined in this privacy policy.

10. ADHERENCE TO LEGAL REQUIREMENTS

This privacy policy is crafted to align with the legal standards of every jurisdiction where we conduct business. Should you believe it falls short of meeting the legal requirements in your country, we encourage you to provide feedback.



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11. EXAMINE OR REVISE IDENTIFIABLE DATA

You have the option to assess or modify the personally identifiable information within our possession by getting in touch with us at any time. To enhance security measures for your information, we will implement reasonable steps to confirm your identity before providing access or effecting corrections to your details.

12. DURATION OF INFORMATION RETENTION

We retain your information solely for the duration necessary for the original purpose of data collection unless:

- ❖ legal requirements or authorizations mandate retention; and
- ❖ your consent has been obtained for information retention.

Destruction of personal information will adhere to relevant legislation, including POPI.

13. POLICY AMENDMENTS

The terms of this privacy policy are subject to modification at any time, with updates posted on our website. Should you continue to utilize the



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website after the terms have been amended, the revised terms will be applicable, and your acceptance of these changes will be presumed. Notification of any modifications will be provided through notices on our website.

14. PRIVACY INQUIRIES

Inquiries about Privacy Policy For any inquiries concerning the privacy policy, feel free to reach out to our compliance team at privacy@vptrade.com.



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