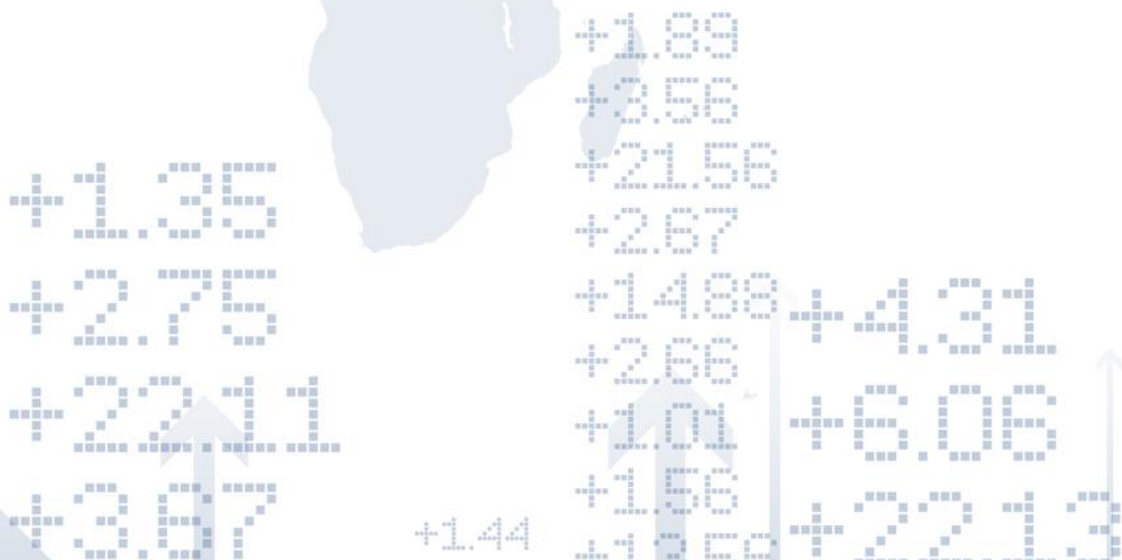


Plus500AU Pty Ltd

Plus500

World's Trading Machine



Privacy Policy for South Africa





Privacy Policy for South Africa

1. Introduction and Definitions

- 1.1. This Policy applies to Plus500AU Pty Ltd (ACN 153 301 681) and any holding companies, subsidiaries or related entities (referred to as **Plus500AU, we, us, our**).
- 1.2. The Policy extends to and covers all operations and functions of Plus500AU. At Plus500AU, we are committed to ensuring the confidentiality and security of the personal information supplied to us by individuals. Plus500AU is bound by the Australian Privacy Principles contained in the Australian Privacy Act 1988 (Cth) and the South African Privacy Principles contained in The Protection of Personal Information Act, No 4 of 2013 (the relevant data protection principles).
- 1.3. The word “individual” refers to a customer, client, trustee or any other person with whom we come into contact. All contractors, sub-contractors, vendors, service providers, customers, agents or any other third parties that have access to personal information collected by Plus500AU must abide by this Privacy Policy.
- 1.4. “Personal information” is information or an opinion relating to an individual, which can be used to identify that individual. “Sensitive information” is personal information that includes information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record. We do not collect sensitive information about you without your consent, unless the collection is authorised by law.

2. What types of personal information do we collect?

- 2.1. Our ability to provide individuals with our services is sometimes dependent on **us** obtaining certain personal information about the individual. If an individual does not provide us with the information we request, we may not be able to provide them with the benefits of our services.
- 2.2. Typically, the kind of personal information we collect includes name, date of birth, address, occupation, and contact details.
- 2.3. We also collect information about the form of identification used in relation to an individual to send or receive a transaction (required by law in some instances), and information about a transaction, including details of the amounts paid in or out of an individual’s account and delivery instructions.
- 2.4. We may also collect information about:



- 2.4.1. employment details, employment history, family commitments and social security eligibility;
- 2.4.2. the individual's current financial circumstances;
- 2.4.3. the individual's foreign exchange preferences and tolerance to risk; and
- 2.4.4. other matters that are relevant to the services we provide.

3. How we collect personal information

3.1. We collect personal information about individuals:

- 3.1.1. directly from applications, questionnaires or forms completed by individuals who wish to use our services;
- 3.1.2. from information disclosed to us by an individual on the phone, or by sending us correspondence (by letter, fax or email);
- 3.1.3. from information disclosed to us by an individual via our website and online trading platform; and
- 3.1.4. from third party sources, including our business contacts, credit reporting bodies providing identity verification services, and financial institutions.

3.2. In some circumstances we may be provided with personal information about an individual from somebody else, for example a referral from another person. We will take reasonable steps to ensure that the individual is made aware of the matters set out in this Privacy Policy. We may also occasionally receive unsolicited personal information about individuals.

3.3. We do not give individuals the option of dealing with us anonymously, or under a pseudonym. This is because it is impractical, and in some circumstances illegal, for us to deal with individuals who are not identified.

4. Why do we collect personal information?

4.1. Plus500AU collects personal information for the following purposes:

- 4.1.1. to conduct our business of providing CFD services in relation to foreign exchange and derivatives contracts to our clients and to counter parties;
- 4.1.2. to provide individuals with information about our services and promotions;
- 4.1.3. protect our business and other clients from fraudulent or unlawful activity;
- 4.1.4. to assess applications by individuals, in order to provide them with our services;
- 4.1.5. to investigate and resolve any concerns or complaints an individual may have;



- 4.1.6. to manage any legal actions involving Plus500AU;
- 4.1.7. to collect and analyse statistical information regarding the number of visitors to our website and our online trading platform;
- 4.1.8. to comply with our legal obligations, including our obligations to collect certain information under the relevant laws and regulations; and
- 4.1.9. to help us manage and enhance our services.

5. About whom do we collect personal information?

- 5.1. The type of information we may collect and hold includes (but is not limited to) personal information about:
 - 5.2. clients and potential clients;
 - 5.3. third parties such as service providers;
 - 5.4. prospective employees; and
 - 5.5. other people with whom we come into contact.

6. How might we use and disclose personal information?

- 6.1. We may use and disclose personal information for the purposes set out in section 4 above, and for reasonably expected secondary purposes which are related to these purposes. We only use and disclose personal information in circumstances authorized by the Data Protection Acts. Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless the individual agrees otherwise, or otherwise authorised by law.
- 6.2. We do not disclose personal information we collect to third parties for the purpose of allowing them to direct market their products and services. We do not use or disclose sensitive information for direct marketing purposes.
- 6.3. We may engage third parties to perform services for us which involve the disclosure of personal information to that person. In these situations, we prohibit that person from using personal information about you except for the specific purpose for which we supply it.
- 6.4. Where sensitive information is held by us about an individual, wherever possible we will attempt to de-identify the information. We also undertake to delete all personal information about an individual when it is no longer needed or required by law to be kept. We also destroy or de-identify all unsolicited personal information, unless we are authorised by law to store it.



6.5. We may disclose personal information to:

- 6.5.1. a related company of Plus500AU;
- 6.5.2. an individual's introducing broker;
- 6.5.3. an agent, contractor or service provider we engage to carry out our functions and activities, such as our lawyers, accountants, or counter-parties;
- 6.5.4. organisations involved in a transfer or sale of all or part of our assets or business;
- 6.5.5. organisations involved in managing our payments, payment merchants and other financial institutions such as banks;
- 6.5.6. regulatory bodies, government agencies, law enforcement bodies and courts, and
- 6.5.7. anyone else to whom the individual authorises us to disclose it, or as required by law.

7. Sending information overseas

7.1. We are likely to disclose personal information to related entities and data storage service providers that are located outside Australia. These recipients are located in Israel, the United Kingdom and Bulgaria.

8. Management of personal information

- 8.1. We take reasonable steps to protect personal information held from misuse, interference and loss and from unauthorised access, modification or disclosure. For example by use of physical security and restricted access to electronic records.
- 8.2. Personal information is generally held in client files. Information may also be held in a computer database. All paper files are stored in secure areas, and access is limited to authorised persons. Computer-based information is protected through the use of access passwords, and other data security measures.
- 8.3. Any personal information collected, will be recorded and kept for a period of at least 7 years after the closure of an account, in encrypted files.



Plus500AU Pty Ltd, ACN 153 301 681, is an Authorised Financial Services Provider # 47546 in South Africa. Plus500AU's AFSL (#417727) authorises us to provide our services to people in Australia. New Zealand Derivatives Issuer Licence FSP486026 authorises us to provide our services to people in New Zealand.

