



Privacy Policy

TabTrade (Mauritius) Ltd

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Company: TabTrade (Mauritius) Ltd
Company No.: 236339
Licence No.: GB26206419
Regulator: Financial Services Commission, Mauritius (FSC)
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Trading CFDs and margin foreign exchange involves a high degree of risk and is not suitable for all investors. Leveraged trading carries the possibility of losses that may exceed your initial investment. You should carefully consider your investment objectives, level of experience, and risk appetite before engaging in trading. You do not own or have rights in the underlying assets. Past performance is not a reliable indicator of future results, and tax laws are subject to change. All information provided on this website is general in nature and does not take into account your personal circumstances. We strongly recommend that you seek independent advice if necessary, and read our legal documents carefully before trading with us.

1. Introduction

This policy explains how TabTrade (Mauritius) Ltd ("TabTrade", "the Company", "we", "our", "us") gathers, processes, uses, stores, and Discloses your Personal Data and Sensitive Data in compliance with the Mauritius Data Protection Act 2017, applicable FSC requirements, and other applicable privacy laws, as well as international best practices.

Your privacy matters to us, and we take the protection of your Personal Data seriously. We understand the importance of maintaining the confidentiality and privacy of Personal Data that we hold about our clients and other third parties.

This Privacy Policy applies to any processing by us of Personal Data of natural persons who interact with us, including clients, customers, employees, suppliers, creditors, job applicants, shareholders, investors, website users, and other stakeholders.

This Privacy Policy supplements our other policies and is not intended to override them. We will review it periodically to take account of changes to our operations, legal requirements, technology, and the business environment. Any Personal Data we hold will be governed by our most current Privacy Policy.

2. Definitions

In this document, the following terms shall have the meanings set forth below, unless the context requires otherwise or unless otherwise specified:

"Data Protection Office" means the office of the Data Protection Commissioner in Mauritius.

"Disclose" and "disclosure" mean the sharing, transfer, or other making available of Personal Data to external parties.

"Personal Data" means any information, preferences or opinions that identify you as an individual, or can be combined with other information to identify you, including but not limited to names, addresses, email addresses, phone numbers, identification documents, financial information, online identifiers, and records of your dealings with us.

"Process" or "processing" means any operation performed on Personal Data, including gathering, recording, storing, using, disclosing, transferring, restricting, erasing, or destroying it.

"Sensitive Data" means Personal Data that requires higher protection, including special categories of personal data under the Mauritius Data Protection Act 2017 such as racial or ethnic origin, political opinions, religious or philosophical beliefs, membership of professional or trade associations, sexual orientation, criminal record, health information, genetic data, biometric data, or biometric templates.

3. How We Use Your Personal Data

We gather and process Personal Data so that we can provide you with our financial products and services, manage and administer our relationship with you, and ensure we comply with our legal and regulatory obligations.

The information we gather allows us to:

- a. establish and administer your account with us;
- b. verify your identity in accordance with anti-money laundering and counter-terrorism financing requirements;
- c. process transactions, including deposits, withdrawals, and trades;
- d. monitor, support, and improve the operation of our trading platforms and systems;
- e. provide you with information about your account, our services, and relevant market updates;
- f. develop and improve the products and services we offer;
- g. assess and manage risks related to our business and our clients;
- h. perform compliance monitoring; and
- i. comply with the laws, rules and guidelines of the FSC, the Mauritius Data Protection Act 2017, AML/CFT laws, and other applicable authorities.

We will not use your Personal Data for purposes that are incompatible with the purposes for which it was gathered and of which you have been informed, unless a lawful basis applies.

Depending on the circumstances, we may process Personal Data where you have consented to one or more specified purposes; processing is necessary to perform a contract with you or take steps at your request before entering into a contract; processing is necessary to comply with a legal obligation to which we are subject; processing is necessary to protect your vital interests or those of another person; processing is necessary

for a task carried out in the public interest or in the exercise of official authority; processing is necessary for the legitimate interests pursued by us or a third party, except where that processing is unwarranted having regard to harm or prejudice to your rights, freedoms, or legitimate interests; or processing is needed for historical, statistical, or scientific research purposes.

We may also gather and use Personal Data so that we, or selected partners where permitted and with appropriate safeguards, can inform you about products and services offered by us or our partners, unless you have chosen to opt out of receiving marketing communications. We will ensure any transfer or disclosure for these purposes is undertaken within the parameters of the Mauritius Data Protection Act 2017, including Section 36 where applicable.

Except for certain information required by law or regulation, your decision to provide Personal Data to us is voluntary. However, without this information, or if it is incomplete or inaccurate, we may not be able to:

- a. open or maintain your account;
- b. provide you with access to our trading platforms;
- c. process your transactions, including deposits, withdrawals, or trades; or
- d. meet our legal and regulatory obligations, including FSC rules, AML/CFT laws, and Mauritius data protection laws.

You are responsible for ensuring that the information you provide to us is complete, accurate, and up to date. You must notify

us promptly if any of your personal details change.

Where we reasonably believe that the information you have provided is false, misleading, incomplete, or no longer current, we may suspend or restrict your account until satisfactory information is provided.

We are not responsible for any loss you may suffer as a result of your failure to provide complete and accurate information.

4. What Personal Data We Gather

The Personal Data we gather about you may include any combination of the following:

- a. identification details such as your name, date of birth, nationality, and contact information (address, email, and phone number);
- b. government-issued identification such as passports, driver's licences, national identity cards, or other documentation acceptable under FSC rules, AML/CFT laws, and other applicable laws;
- c. financial information, including bank account details, credit or debit card information, and details of your financial position such as income, assets, and liabilities;
- d. information about your trading experience, knowledge of financial products, and investment objectives;
- e. employment details, occupation, and source of funds or wealth;
- f. information provided in account application forms, correspondence, surveys, or through your interactions with our staff;
- g. records of your trading activity, including orders, positions, profits, and losses;
- h. technical information, such as your IP address, location data, device type, operating system, browser type, weblogs, communication data, resources accessed, and activity on our website and trading platforms; or
- i. any other information required to comply with applicable laws or necessary to provide our services.

In some cases, we may also gather Sensitive Data where required by law or where you consent, such as biometric data used in identity verification.

We only gather Personal Data that is reasonably necessary for us to provide our services or to comply with legal and regulatory requirements, and we take cautionary measures to avoid gathering Personal Data we do not need.

5. How We Gather Your Personal Data

We will generally gather Personal Data directly from you when you:

- a. complete an account application form (online or otherwise);
- b. provide identification documents to verify your identity;
- c. communicate with us by telephone, email, live chat, or other channels;

- d. use our website, trading platforms, or mobile applications; or
- e. respond to surveys, promotions, or provide feedback.

We may also gather information indirectly from third parties where it is lawful and reasonable to do so, including:

- a. publicly available sources such as company registers or government databases;
- b. credit reporting agencies or identity verification providers;
- c. fraud prevention and compliance service providers;
- d. your financial institution, payment service provider, or other intermediaries used to process transactions; or
- e. marketing partners or referral agents, where you have been introduced to us.

We may use cookies, tracking technologies, and analytics tools to gather information about your use of our websites and platforms, including your browsing activity, preferences, and device information. Cookies help us distinguish you from other users, present our website according to your needs or preferences, improve our services, and provide you with a better user experience. We may use session ID cookies, which terminate when you close your browser, and persistent cookies, which are stored on your device until they expire or you remove them using your browser settings. Please see our Cookie Policy regarding our collection and usage of this data.

In all cases, we will only gather Personal Data by lawful and fair means, and where reasonably necessary to provide our

services or meet our regulatory obligations.

Where required by law, we will provide information at or before the time Personal Data is gathered, including our contact details, the purposes for processing, intended recipients, whether providing the data is voluntary or mandatory, your right to withdraw consent, your privacy rights, the existence and consequences of any automated decision-making, the period for which data will be stored, your right to complain to the Data Protection Commissioner, and the countries to which your data may be transferred.

If we receive Personal Data we determine is not required to provide our services or to comply with legal obligations, we will take reasonable steps to delete or destroy it, provided it is lawful and reasonable to do so.

If the information is relevant and we keep it, it will be treated in the same way as information you have provided to us directly under this Privacy Policy.

6. Your Consent

By opening an account with us, using our website or trading platforms, or submitting Personal Data (including account details) to us in any form, you consent to us gathering, processing, using, storing, and Disclosing that information in accordance with this Privacy Policy, where consent is the relevant lawful basis.

You acknowledge that some of the information we gather may be considered Sensitive Data under data protection laws, and you consent to our gathering and use of such information where it is reasonably

required for us to provide our services, verify your identity, or meet legal and regulatory obligations. Where Mauritius law requires explicit consent or another specific lawful basis, we will rely on that basis.

If you choose not to provide consent where requested, or later withdraw it, you will not be subject to adverse consequences merely for that decision. However, we may not be able to offer you access to some or all of our products or services where the relevant information is essential for account opening, compliance checks, or the provision of trading services, and we will notify you where this is the case.

You may withdraw consent at any time. To do so, please email support@tabtrade.com or compliance@tabtrade.com. Withdrawal will not affect processing that has already taken place based on consent before withdrawal, but we may be unable to continue providing some services that rely on that consent.

For legal, accounting, regulatory, AML/CFT, recordkeeping, or reporting reasons, we may be required to retain certain Personal Data for a period of time after you withdraw consent or close your account.

7. Disclosure to Third Parties

Depending on the products and services concerned, applicable restrictions on Sensitive Data, and our legal and regulatory obligations, we may share your Personal Data with external parties where necessary for us to provide our services,

or as required or permitted by law. These parties may include:

- a. our employees, related companies, and authorised representatives on a need-to-know basis;
- b. service providers such as payment processors, technology providers, IT support providers, auditors, contractors, legal advisers, and other professional advisers;
- c. liquidity providers, brokers, trade repositories or similar financial market infrastructure, banks, payment service providers, or other financial institutions we work with;
- d. government bodies, courts, tribunals, regulators, law enforcement agencies, credit providers, and other public authorities, including the FSC and the Data Protection Office in Mauritius; or
- e. any organisation or person acting on your behalf, any potential successor in title to our business, or any other third party with your express consent.

Any third party we engage must undertake to protect your Personal Data, keep it confidential, and only use it for the purposes for which it is Disclosed or as otherwise permitted by law.

By using our services, you acknowledge that overseas disclosures may occur, subject to the protections described in this Privacy Policy and the requirements of applicable law.

Some of the parties we may Disclose your Personal Data to may be located outside Mauritius. This may include service providers, technology providers, payment processors, professional advisers,

affiliates, or other parties involved in providing our services or processing transactions.

Where we Disclose or transfer Personal Data outside Mauritius, we will take reasonable steps to protect your information and ensure that any transfer is undertaken in accordance with applicable law, including Section 36 of the Mauritius Data Protection Act 2017 where applicable.

By using our services, you acknowledge that overseas disclosures may occur, subject to the protections described in this Privacy Policy.

8. Security of Your Personal Data

We maintain organisational, physical, and technical security measures to protect the Personal Data we hold from misuse, interference, loss, unauthorised access, alteration, disclosure, accidental loss, or destruction. Security measures may include encryption, access controls, multi-factor authentication, secure computer storage facilities, secure paper-based records, secure storage systems, and regular monitoring of our networks and platforms.

We limit access to Personal Data to employees, representatives, partners, and service providers who need to know that information to perform their duties or deliver services to us. We have procedures and controls in place to safeguard and use your information, including confidentiality obligations for affiliates and employees. While we take these precautions, you acknowledge that no data transmission or

storage system can be guaranteed to be completely secure. We do not accept responsibility for unauthorised access to your Personal Data that is outside our control.

Where we become aware of a Personal Data breach, we will assess it promptly and notify the Data Protection Office without undue delay and, where feasible, within 72 hours where required by Mauritius law. Where a breach is likely to result in a high risk to your rights and freedoms, we will communicate it to you without undue delay, unless an exception applies.

We will maintain appropriate records of processing operations and, where processing is likely to result in a high risk to the rights and freedoms of data subjects, conduct data protection impact assessments or seek prior authorisation or consultation with the Data Protection Office where required.

9. Retention of Personal Data

We retain Personal Data for as long as necessary to fulfil the purposes for which it was gathered, including to satisfy legal, accounting, regulatory, reporting, AML/CFT, dispute resolution and recordkeeping requirements. Where applicable AML/CFT laws require us to retain customer due diligence records, account files, business correspondence, identity and verification documents, transaction records or related assessments, we will retain those records for at least seven years from the end of the business relationship or completion of the relevant transaction, as applicable, and

for longer where required by law or a competent authority.

To determine the appropriate retention period for Personal Data that is not subject to a prescribed legal or regulatory retention period, we consider the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process the data, whether those purposes can be achieved by other means, and any other applicable legal requirements.

Personal Data used for marketing purposes will be kept until you unsubscribe, withdraw consent, object to processing, or otherwise notify us that you no longer wish to receive marketing offers or emails, subject to any legal requirement to retain suppression records or evidence of your preference.

When we consider that Personal Data is no longer needed, we will remove details that identify you, anonymise the data where appropriate, or securely destroy the records.

10. Managing Your Personal Data

Subject to applicable law, for any Personal Data we hold about you, you may request to:

- a. access it and obtain confirmation that it is processed and a copy of the Personal Data;
- b. update, correct, complete, or rectify it;
- c. erase or delete it, restrict its processing, object to processing

(including processing for direct marketing), withdraw consent where applicable, or ask not to be subject to a decision based solely on automated processing, including profiling, where applicable law gives you that right.

Any request is subject to certain exceptions under applicable law, including legal and regulatory retention obligations. Where we refuse access or another request, we will provide you with a written explanation of the reasons for refusal and how you may complain about our decision.

To protect your Personal Data we may confirm your identification before releasing the requested information.

We may charge you a reasonable administrative fee to cover the costs of verifying the application and locating, retrieving, reviewing, and providing the information, except where this is not permitted by law or where Mauritius law requires that a copy be provided free of charge.

If you request that we delete, erase, or restrict Personal Data we hold about you, we will comply where it is lawful and reasonable to do so. However, we may be required under applicable laws or regulations to retain certain information for a prescribed period, in which case we will continue to hold that information securely until it can lawfully be deleted, anonymised, or destroyed.

If you wish to access or change your Personal Data, withdraw consent, object to processing, or exercise any other privacy right, please contact us in writing using the details in section 16.

11. Additional Information for EEA Users

If you are an individual in the European Economic Area (EEA), we collect and process information about you only where we have legal bases for doing so under applicable European Union laws. The legal bases depend on the services you use and how you use them.

This means we collect and use your information only where we need it to provide our services, provide customer support and personalised features, protect the safety and security of our services, satisfy a legitimate interest that is not overridden by your data protection interests, market and promote our services, protect our legal rights and interests, act with your consent for a specific purpose, or comply with a legal obligation.

If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time. This will not affect processing that has already taken place. Where we or a third party use your Personal Data based on legitimate interests, you have the right to object to that use; however, this may mean you can no longer use some or all of our services.

12. Personal Data and Other Websites

We are not responsible for the privacy policies and practices of other websites, even if you accessed a third-party website using links from our website. We recommend that you check the privacy policy of each website you visit and

contact the owner or operator of that website if you have concerns or questions about its collection and processing of Personal Data.

13. Complaints

If you have a complaint about how we handle your Personal Data, you should contact us using the details in this Privacy Policy. We will acknowledge your complaint promptly in line with our Complaints Policy and aim to resolve it within 45 days.

If you are not satisfied with our response, you may escalate the matter to the Data Protection Commissioner or the Data Protection Office in Mauritius, the Financial Services Commission in Mauritius, or any other relevant supervisory authority in your jurisdiction.

We take all complaints seriously and will work with you and, if necessary, regulators to resolve issues relating to your privacy.

14. Amendments

We may, at any time and at our discretion, vary this Privacy Policy. We will notify you of material changes by posting the updated Privacy Policy on our website or by contacting you using the contact details you have provided to us, where appropriate.

Any revocation of this Privacy Policy and replacement by a new policy is effective once we notify you of the change or publish the replacement policy, unless a later effective date is stated. It is your responsibility to check the Privacy Policy when you submit information to us or use our services.

15. How to Contact Us

If you have any questions about this Privacy Policy, wish to access, correct, erase, restrict, or object to processing of your Personal Data, withdraw consent, make a complaint, or ask a question about security on our website, please contact us at:

Email: support@tabtrade.com

Escalation / Data Protection Contact:
compliance@tabtrade.com

Company: TabTrade (Mauritius) Ltd

FSC Licence: GB26206419

You may also write to our registered office in Mauritius at Office 15, Floor 1, CentrePoint Trianon, 72257, Mauritius. Please include enough information for us to verify your identity and understand your request.