

## **PRIVACY & GENERAL DATA PROTECTION NOTICE**

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## Introduction

Argus Stockbrokers Ltd (hereafter the “Company”) is an Investment Firm incorporated and registered under the laws of the Republic of Cyprus, with registration number HE 108270. The Company is authorized and regulated by the Cyprus Securities and Exchange Commission (hereafter the “CySEC”) under the license number 010/03.

The Company has prepared this Notice in order to provide information to existing and prospective Customers, Users and other individuals (natural persons) related to them whose information may be collected in relation to investment and other services and products offered or provided by the Company.

The information given in this Notice applies to the processing of information in relation to private Customers (individuals) and corporate Customers (legal entities) of the company, as well as individuals related to them, in general. Other notices and information may be given separately for particular products or services or for specific purposes, e.g. the use of our Website.

This Notice applies as of the 25th May 2018. It was prepared in view of the General Data Protection Regulation (Regulation (EU) 2016/679; the “regulation“ and “GDPR” respectively) which is applicable from the same date. As such, this Notice supersedes the provisions on data protection in the current General Terms and Conditions for Brokerage and Investment Services.

When we refer to “personal data”, as this is defined in the regulation and the identifiable individual (natural person), who is referred to as the “data subject”. The term “processing” is defined in the regulation and includes various types of operations such as the collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of personal data.

The Company is a “controller” of personal data in terms of the GDPR which means that it determines the purpose (why) and means (how) of the processing of personal data.

## Your Legal Protection

The regulation states that the company is allowed to use personal information only if the company lawfully processes as per the provisions of the regulation. The regulation also states that in order for the company to

process personal data it has to be in line with Article 6 of the Regulation which provides exhaustively the provisions regarding the lawfulness of the processing.

An individual has certain rights regarding his/her personal information, subject to local law. These include the right to:

- request a copy of the personal information we hold about them;
- request that we supply them (or a nominated third party) with an electronic copy of the personal information that they or you have provided us with;
- inform us of a correction to their personal information;
- exercise their right to restrict our use of their personal information;
- exercise their right to erase their personal information; or
- object to particular ways in which we are using their personal information.

The right to exercise these rights will depend on several factors and particularly to the fact that certain personal data are being held or processed in order for the company to be in line with its legal obligations under KYC (“know your client”) procedures and AML (“anti-money laundering “Legislations”) as these are being amended from time to time. Under those circumstances the company is obliged to process and hold the said personal data.

## **Types of personal data processed by the Company**

Data subjects whose data the Company may process include existing, future and former Customers, if they are individuals themselves, and individuals who are connected to existing, future and former private and corporate Customers such as Signatories, Users or representatives of the Customer and, in the case of corporate Customers, directors, officers, employees, individual shareholders and ultimate beneficial owners.

The Company collects information about you from different places including:

- directly from you;
- from a third party acting on your behalf e.g. an intermediary or broker;
- from our Appointed Representatives;
- from publicly available sources;
- when we generate it ourselves; or
- from other organisations, such as credit reference agencies

The Company only collects your information to be in line with relevant regulations and law and this may relate to any of our products or services you apply for, currently hold or have held in the past.

The company will not hold former clients personal data for more than 7 years after the termination of the cooperation with the company.

Information we hold about you and people connected to your business will often come from you directly and this will include the following:

Type of information	Examples
Identification data	Name and surname, date of birth, place of birth, nationality, country of citizenship, identity card or passport information, tax identification number.
Contact information	Residential address, personal and/or work telephone number, personal and/work mobile number, e-mail address.
Financial information	Source of funds and source of wealth, credit of debit cards, in cases where the Company is required to assess the suitability of transactions in financial instruments, information on financial transactions, financial situation and investment objectives.
Tax status	Country of tax residence, CRS form and US taxpayer declaration for FATCA purposes, beneficial ownership in the case of nominee / custody services.
Professional life information	For investment services, information on employment or professional status, information on <u>education and qualifications, experience in the field of financial services.</u>
Transaction data	Data relating to transactions carried out on the account, such as the IBAN, name of beneficiary, name of remitter, payment amount, payment details.
Transaction information	Instructions and communications regarding payment transactions, trades in financial instruments and corporate actions.
Account data	Data on all aspects of the account, other than transaction data; e.g. withholding tax instructions, opening of account details, contact details and residence status.
Account information	Application forms for the accounts and products and services applied for, signature card, letter of indemnity, FATCA Compliance Declaration, CRS Form.
Personal life information	Information to determine if the Customer is a “politically exposed person” in terms of anti-money laundering legislation and verification as to whether the Customer holds a public profile, and for investment services, information on the marital status.
Correspondence	E-mails and mail for the opening and operation of accounts, provision of services and products, requests for information, enquiries and complaints.
Connection data	Log-in to the Online Services, User ID and Password, use of the Online Services.
Market abuse information	For investment services, information to determine insider status.
Recordings of telephone conversations	Telephone number, verification of the identity of the caller / responder and transaction related data.

In order for the company to with the relevant legislation ( AML , KYC ) the company also holds information that collects about you from other sources, this will include:

Source	Type of information
The Company's own systems and records	Information on the use of accounts, services, transactions or products generated by the Company or kept in the Company's records through the Online Services, systems, applications and programmes, or manually created.
The Customer, joint account holders or persons related to the Customer providing information on other persons	Information provided about individuals related or authorised to represent, sign, use the Online Services or who may have access to information about the Customer, or who are a joint account holder together with the Customer. In the case of corporate Customers, this includes information on shareholders, ultimate beneficiary owners, directors and authorised employees.
Holders of a Power of Attorney or other form of mandate, Signatories, Users, referrers of business and other representatives	Information on the (other) representatives of the Customer as well as transaction information and communications about the Customer on whose behalf the representative acts.
Service providers of the Customer	Information on the use of credit cards, instructions and communications from investment advisors or managers, information for transfer in or transfer out of assets.
Remitting, receiving and correspondent banks and other financial institutions and intermediaries involved in payment transactions	Information on the payer and other details regarding payments remitted to or received into an account.
Banks and other persons providing references in respect of a (prospective) Customer	Bank references, bank statements, professional references.
Regulatory and supervisory authorities, administrative bodies, courts and law enforcement bodies	Information on regulatory status, regulatory sanctions, investigations, requests for information or other procedures in respect of the Customer, court and administrative orders.
Publicly accessible sources, such as: <ul style="list-style-type: none"> <li>▪ Google and other search engines,</li> <li>▪ Online and paper media,</li> <li>▪ Supervisory and regulatory authorities,</li> <li>▪ Company registers</li> <li>▪ Sanctions and embargo lists</li> </ul>	Newspaper articles, information on investigations, criminal, civil or administrative proceedings, convictions, penalties, regulatory status, involved persons, business websites of the Customer or related persons.
UBO Registers maintained by the Cyprus Registrar of Companies (or in another country, if publicly accessible)	Information on ultimate beneficial owners of Customers.
Referrers of business	Details of a prospective, existing or former Customer, types of accounts, services and products required.

The client is responsible for making sure to give to the company accurate and up to date information. The Company will collect the necessary personal information in order to perform its services and activities. It is

the Company’s obligation to create a client’s profile in order to provide its services efficiently based on the client’s requirements and preferences.

If the client does not provide personal data that we require as mandatory, it may mean that the company will be unable to provide the services and/or perform all of our obligations under our agreement with you and or terminate the services rendered immediately.

## How we use your information

The company has legal obligation to hold and process your personal data. The said obligations but not exhaustively are the following:

- to allow the company to take actions that are necessary in order to provide you with the product/service (performance of a contract), for example, to make and receive payments;
- to allow the company to comply with our legal obligations, procedures as well as other legislation that comes into force from time to time in order to obtain proof of identity to enable us to meet our anti-money laundering obligations;
- to meet our enhanced protection policies i.e to understand how customers use our services and to develop new services, as well as improve the service we currently provide.

The table below sets out the purposes for which we use your personal data and our legal basis for doing so.

Reason for using your personal data	Basis for use
<p>To provide, manage, improve and personalise our services to you.</p> <p>Including but not limited to;</p> <ul style="list-style-type: none"> <li>▪ Communicate with you about your products / services for legal, regulatory and services purposes</li> <li>▪ Managing complaints and undertake remediation activities</li> <li>▪ Provide Payment initiation and account information services</li> </ul>	<ul style="list-style-type: none"> <li>▪ To perform our duties under our contract with you</li> <li>▪ The law requires</li> <li>▪ It is in our Legitimate Interest to ensure your account is well managed and you are provided with high a level of service</li> </ul>
<p>To communicate to you marketing material and other information relating to products and services offered by us</p>	<ul style="list-style-type: none"> <li>▪ It is in our Legitimate Interest to provide you with information about our products and services that may be of interest</li> <li>▪ We have your consent to do so</li> </ul>

Recording of communications to you (Including voice recording) to check your instructions to us, and to analyse, assess and improve our services and for quality and training purposes.	<ul style="list-style-type: none"> <li>▪ To perform our duties under our contract with you</li> <li>▪ The law requires</li> <li>▪ It is in our Legitimate interest to train our staff, develop and improve our systems and provide our customers with a high level of service</li> </ul>
To conduct Anti-Money Laundering, Know Your Customer, Due Diligence and other Security checks on you both prior to providing our services to you and on an ongoing basis	<ul style="list-style-type: none"> <li>▪ To perform our duties under our contract with you</li> <li>▪ The law requires</li> <li>▪ It is in our Legitimate interest to detect, prevent and investigate fraud, money laundering and other crimes and to verify your identity in order to protect our business</li> </ul>
To comply with regulatory and legal obligations to which we are subject and cooperate with regulators and law enforcement bodies.	<ul style="list-style-type: none"> <li>▪ The law requires</li> <li>▪ It is in our legitimate interest to protect our business.</li> </ul>
Our Anti-Money Laundering, Know Your Customer, Due Diligence and other Security checks may reveal details of criminal convictions or offenses committed by you	<ul style="list-style-type: none"> <li>▪ The law requires</li> <li>▪ It is in our Legitimate Interest to detect, prevent and investigate fraud, money laundering and other crimes and to verify your identity to protect our business</li> <li>▪ It is in the Substantial Public interest</li> </ul>

## Disclosure of Personal Data

The company may share your information with other partner companies or group members to provide our services to you. The company may also share your information with other entities such as regulators, banks, brokers, insurers, clearing and settlement agents as well as credit reference and fraud prevention agencies.

The company may be required by law or regulation or court order to share information about your accounts with the Cyprus or relevant tax authorities, either directly or via the local tax authority. The tax authority we share the information with could then share that information with other appropriate tax authorities.

If we need extra documents or information from you about this, you must supply them. If you don't, we may need to close your account or, if the law or other regulations require us to do so, we'll withhold parts of certain payments received into your account, and pass the withheld funds to the relevant tax authorities.

The Company may also disclose clients' personal data to:

- the Company's Tied Agents,
- the companies that the Company establishes a business relationship for providing services such as packaging, mailing and delivering purchases, postal mail etc.,

- financial institutions and any other similar organisations that are nominated by the client,
- external service providers and professional advisors that provide services to the Company,
- any organization at the clients request or any person acting on behalf of the client,
- any third parties where this is necessary to process a transaction or provide services which the client has requested, and/or, any authority to whom the Company is required to disclose such information by law.

## Data Storage

The Company will keep your information for as long as you have a relationship with us. After the relationship ends, the Company will keep the information for its legitimate purposes e.g. to help us respond to queries or complaints, or for other reasons e.g. fighting fraud and financial crime, and responding to requests from regulators. The period for which the Company stores personal data will depend on the type of information held, the purpose and legal basis for processing and the legal or regulatory requirements that may apply to the retention of information and record keeping.

## Client Rights and Consent

An individual has certain rights regarding his or her personal data, subject to applicable law. Data subjects' rights under the GDPR include:

- the right to request access to data;
- the right to request rectification;
- the right to request erasure (“right to be forgotten”);
- the right to request restriction of processing;
- the right to data portability;
- the right to object to processing;
- the right to withdraw consent; and
- the right to lodge a complaint with a supervisory authority.

The client hereby gives its consent to such collection, processing, storage, disclosure and use of personal data by the Company in order for the latter to meet its legal obligations. It is understood that if the client requests any rectification / erasure or any request that would render the company illegitimate and/or not to be in accordance with the relevant legislation then the company retains the right to discontinue their services.



## Security

The Company implements strong measures to protect the security of its clients' personal data and to ensure it is not accessed by any unauthorized persons. The client should not disclose its personal log in details to any third party. In addition, the Company adopts strong security measures to protect the clients' personal data from loss, theft, copying, unauthorized access or disclosure, alteration or destruction. Such security measures include encryption, strong authentication mechanisms and separation of machines and data to implement secure areas.

## Cookies

The Company uses cookies in order to obtain information about its clients' access to the Company's website and other services provided to its clients. For further information all clients should refer to the Company's Cookie Policy. Cookies are small pieces of information which use a unique identification tag and are stored on the clients' devices as a result of using this website or other services provided by the Company. A client who does not wish to receive cookies should change the settings of his browser to refuse all cookies or to be notified anytime cookies appear and have the choice to accept or not. Nevertheless, it is strongly recommended to allow cookies on the Company's website as by turning off cookies it may lead to reduce performance of the Company's website and trading platform and may also impair the quality of the services in relation to clients' trading account.

## Updates and Amendments

This Notice may be amended from time to time, for example, if there are changes in the processing activities of the Company, due to legal and regulatory developments or guidance issued by a competent authority or to clarify information given.

A copy of the latest version of this Notice will be available from our Website and will be provided upon request. If changes to this Notice have a significant impact on the nature of processing or data subjects concerned, we will give advance notice.

All queries should be emailed to the Company at [argus@argus.com.cy](mailto:argus@argus.com.cy)