



Privacy Policy

How we collect, use, and protect your data

Effective: January 2025

Version 2.0

www.xbtfx.com

This page is owned and operated by XBTFX companies, including:

XBTFX LLC

Incorporated in Antigua and Barbuda

Registration Number: ILLC001

Address: Hodges Bay, P.O. Box 1348, St. John's, Antigua

XBTFX (SC) Ltd.

Incorporated in Seychelles

Registration Number: 8434947-1

Address: 9A CT House, 2nd floor, Providence, Mahe, Seychelles

License No. SD169

This Privacy Policy ("Privacy Policy") together with our Terms of Service (which can be found at <https://xbtfx.com/page/legal>) ("Terms of Service") sets out the basis on which any Personal Information we collect from you ("you", "your", or "customer"), or that you provide to us, will be processed by us.

By "Personal Information", we mean any information which, either alone or in combination with other data, enables you to be directly or indirectly identified, for example your name, email address, username, contact details or any unique identifier such as an IP address, device ID or other online identifier.

Please read the following carefully to understand what data we collect, how that data is used and the ways it can be shared by us. If you do not wish for your Personal Information to be used in the ways described within this Privacy Policy then you should not access or use the Site or use the services, functions, or features offered from time to time on the Site ("Services").

The data controllers of your data are XBTFX LLC.

1. What Information Do We Collect?

Information You Give Us

This is information about you that you give us by:

- Registering for a XBTFX account;
- Using the Support Centre on the Site;
- Corresponding with us by chat, e-mail or otherwise.

The Personal Information most often collected and maintained in a customer file includes customer identification, transaction history including records of payments made.

Information We Collect About You

Each time you use the Services, we may automatically collect the following information, which may be considered to be Personal Information when combined with other information about you:

- Technical information, including the Internet protocol (IP) address used to connect your computer or other device to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the dates and times you use the Site, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page.

Similar to other websites, our Sites utilize browser cookies (small text files stored on a user's web browser when you visit a website), web beacons and similar tracking technologies (collectively, "Cookies") to collect and store certain information when you use, access, or interact with our services. Please refer to our Cookies Policy for more details which can be found at <https://data.xbtfx.com/XBTFX-Cookies-Policy.pdf>

2. Special Categories of Data

We do not collect any special categories of Personal Information about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

3. Information from Third Party Sources

We may receive information about you from other sources, including third parties that help us update, expand, and analyze our records; prevent or detect fraud; process payments; or analyze your use of our Services.

Our Services may also include integrated content or links to content provided by third parties (such as live chat, social media content, plug-ins and applications). Additional third parties may include our affiliated entities.

4. Purposes for Which We Collect Your Personal Information

If you wish to transact on and use the Site or use the Services, XBTFX will collect information about you for the purposes set out below.

Information you provide to us may be used to:

- Establish and maintain a responsible commercial relationship with you;
- Understand your needs and your eligibility for products and services;
- Inform you about trading and financing features;
- Provide information to you about developments and new products, including changes and enhancements to the Site;

- Develop, enhance, and market products and services, and provide products and services to you;
- Process billing and collection of any fees;
- Conduct surveys and get feedback from you;
- Deliver products and services to you;
- Provide you with news and other matters of general interest to you as a XBTFX customer;
- As we believe reasonably necessary, advisable or appropriate to comply with our legal or regulatory obligations and to respond to legal, regulatory, arbitration or government process or requests for information issued by government authorities or other third parties or to protect your, our, or others' rights.

5. How We Use Information We Collect About You

XBTFX uses IP addresses to analyze trends, administer the Site, track customer movements, and gather broad demographic information for aggregate use.

For systems administration and detecting usage patterns and troubleshooting purposes, XBTFX's web servers also automatically log standard access information including browser type, access times/open mail, URL requested, and referral URL. This information is not shared with third parties and is used only within XBTFX on a need-to-know basis.

XBTFX reserves the right to block access for any customer accessing the Site via a proxy service intending to conceal originating identity. This includes access via the Tor anonymity network.

We may also aggregate personal and other data captured by us so that the data is no longer capable of identifying an individual. Aggregated data may cover patterns of usage, and we reserve the right to use this aggregated information for the purposes of improving and enhancing our Services, generating insights, for use in marketing to other users and current and potential partners and otherwise for the purposes of our business.

Provided that such aggregated data does not directly or indirectly identify you as an individual, this data is not considered to be personal information for the purpose of this Privacy Policy.

6. How to Delete Your Data and Account

We respect your right to privacy and provide you with the ability to request the deletion of your Personal Information and account in accordance with applicable data protection laws.

If you wish to delete your account and associated data, you can submit a request by emailing our support team at support@xbtfx.com with the subject line: Account Deletion Request.

Please include the following details in your request:

- Your full name
- Your registered email address
- A statement confirming that you wish to delete your account and all associated data

Upon receiving your request, we will process it within a reasonable timeframe and in accordance with our legal and regulatory obligations. Please note that:

- Some data may be retained for a limited period to comply with legal, regulatory, or financial record-keeping requirements.
- Once your account is deleted, it cannot be restored, and you will lose access to any services or data associated with your account.
- We will notify you via email once your request has been processed.

If you have any questions about our data deletion process or privacy practices, please contact us at:

Email: support@xbtfx.com

Website: www.xbtfx.com