

PRIVACY POLICY

Issued by TRUO MARKETS LIMITED

Company Number: 227367 GBC

Licence Number: GB25204877

Authorised and regulated by the Financial Services Commission, Mauritius

Last updated: 8 June 2026

1. Introduction

Truo Markets Limited ("TRUO", "we", "us" or "our") recognises the importance of protecting the privacy and personal information of our clients, prospective clients, website users and other individuals who interact with us.

This Privacy Policy explains how we collect, use, store, protect and disclose personal information in connection with our website, client portal, trading platform, account opening process and related services. It should be read together with our Terms and Conditions, Product Disclosure Statement and any other applicable legal documents made available by us from time to time.

2. Personal information we collect

We are required under applicable laws, regulations, anti-money laundering and counter-terrorism financing obligations, client due diligence requirements and internal risk controls to collect certain information from clients and prospective clients. Our ability to provide services is also dependent on us obtaining accurate and complete information about you.

The information we may request or collect may include, without limitation:

- personal details, including your name, residential address, contact details, telephone number, email address, date of birth, nationality, marital status, dependants and employment details;
- identity verification information and documents, including passport, national identity document, proof of address, photographs, tax identification information and other know-your-client information;
- financial information, including source of funds, source of wealth, bank account details, payment information, transaction records and documents confirming money transfers, including bank transfer or card-related records;
- trading and account information, including account activity, trading history, platform usage, margin information, risk profile and communications with us; and
- technical and website information, including device information, IP address, browser type, date and time of access, pages viewed, cookies and information about how you navigate through our website or client portal.

Providing certain information may be a mandatory condition for opening or maintaining an account or receiving our services. If you do not provide information required by applicable laws or by our internal compliance procedures, we may be unable to provide services to you or may be required to restrict, suspend or close your account.

3. Cookies and website information

TRUO may collect information electronically when you visit our website or use our online services. This may include the date and time of your visit, pages viewed, the way you navigate through our website, the links you click, your browser type, device information and other technical data.

Cookies are small files containing information that a website uses to recognise or track visitors. TRUO may use cookies and similar technologies on www.truomarkets.com and related online services to support website functionality, improve user experience, analyse website performance, understand which advertisements or promotions bring users to our website and assist with security and fraud prevention.

You may stop receiving or disable cookies by selecting the appropriate settings in your browser. However, disabling cookies may affect the functionality or performance of certain parts of our website, client portal or online services.

4. How we use personal information

We use personal information for legitimate business, regulatory, operational and service purposes, including to:

- verify your identity and assess your eligibility to open and maintain an account;
- comply with applicable laws, regulations, licence conditions, anti-money laundering and counter-terrorism financing requirements, sanctions screening and other legal or regulatory obligations;

- provide, maintain and improve our financial services, trading platform, website, client portal and related support services;
- process deposits, withdrawals, account updates, transaction records and client communications;
- manage risk, security, fraud prevention, dispute resolution, complaints handling, audit, reporting and internal compliance;
- contact you about account matters, service updates, operational notices, regulatory notices, company updates and other relevant communications;
- analyse aggregated or statistical data to improve our services, products, systems, website functionality and client experience; and
- send marketing or promotional information where permitted by law and subject to any preferences or opt-out rights available to you.

We do not use your personal information in a way that is materially unrelated to the purposes described in this Privacy Policy unless we have a lawful basis to do so or your consent where required.

5. Protection and storage of information

We use administrative, technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration, disclosure or destruction. These measures may include access controls, secure systems, internal policies, staff training and confidentiality obligations.

Our employees, representatives and service providers are expected to maintain appropriate standards when handling personal information. However, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security of personal information transmitted to us electronically.

We retain personal information for as long as reasonably necessary to fulfil the purposes for which it was collected, to comply with legal and regulatory obligations, to resolve disputes, to maintain business records and to enforce our legal rights.

6. Disclosure of information to third parties

TRUO may disclose personal information to third parties where permitted or required by law, regulation, contract or legitimate business purpose. Such third parties may include:

- regulators, government agencies, law enforcement authorities, courts, tribunals, dispute resolution bodies and other competent authorities;
- banks, payment service providers, liquidity providers, trading platform providers, technology providers, data hosting providers, identity verification providers, compliance service providers, professional advisers, auditors and other service providers;
- affiliates, business partners, introducing brokers, agents or representatives where disclosure is reasonably necessary for providing or improving services;
- third parties involved in a business transfer, restructuring, merger, acquisition, financing, sale or proposed sale of all or part of our business or assets; and
- any person or entity where disclosure is necessary to protect our rights, property, clients, systems, operations or legal interests.

Where we disclose personal information to service providers or business partners, we expect them to handle such information in accordance with applicable confidentiality, privacy and data protection obligations.

7. International transfers

Due to the international nature of our business, your personal information may be processed, stored or transferred outside your country of residence, including to jurisdictions where our affiliates, service providers, technology infrastructure or business partners are located. Data protection laws in those jurisdictions may differ from the laws in your country of residence.

Where required, we will take reasonable steps to ensure that any international transfer of personal information is subject to appropriate safeguards or is otherwise permitted under applicable laws.

8. Changes to personal data

We rely on the information you provide being accurate, complete and up to date. You should notify us promptly of any changes to your personal information, including your contact details, residential address, identity documents, tax status, employment information, source of funds or banking details.

You may request updates to your personal information through the appropriate forms or functions in the client portal or by contacting us at support@truomarkets.com. We may ask you to provide supporting documents before updating certain information.

9. Access, correction and privacy requests

Subject to applicable laws and verification of your identity, you may request access to or correction of personal information that we hold about you. We may refuse or limit a request where permitted or required by law, including where access would affect the privacy of others, prejudice legal proceedings, reveal commercially sensitive information or conflict with legal or regulatory obligations.

Privacy-related requests and enquiries should be sent to support@truomarkets.com.

10. Payment returns

Where a payment return is permitted under our applicable terms, internal procedures and relevant payment rules, funds will generally be returned to the original payment method or account used for the deposit, unless another method is required or permitted by applicable laws or operational requirements. We may request additional information or supporting documents before processing any payment return.

11. Refusal to provide personal information

You may refuse to provide personal information. However, where the information is required by applicable laws, regulatory obligations, identity verification requirements, risk controls or our internal procedures, we may be unable to open, maintain or service your account. In such cases, we may reject an application, restrict services, suspend activity, close an account or take any other action required or permitted by applicable laws and our legal documents.

12. Changes to this Privacy Policy

We may update, amend or replace this Privacy Policy from time to time. The latest version will be made available on our website. Changes will take effect when published, unless otherwise stated. You should review this Privacy Policy periodically to ensure you understand how we handle personal information.

13. Contact details

If you have any questions about this Privacy Policy or how we handle personal information, you may contact us at:

Entity	Truo Markets Limited
Registered Office	C/o Credentia International Management Ltd, The Cyberati Lounge, Ground Floor, The Catalyst, Silicon Avenue, 40 Cybercity, 72201 Ebene, Republic of Mauritius.
Email Address	support@truomarkets.com
Website	www.truomarkets.com