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## Black Pearl Securities Ltd Privacy Policy

### 1 Introduction

Black Pearl Securities privacy policy is reviewed annually. All personal information we hold will be governed by our most current privacy notice.

Black Pearl Securities Ltd are fully committed to respecting and protecting your personal data as customer privacy is of utmost importance to us. We ensure that when you choose to use our services, you know what data we collect about you and how we use and protect that personal data.

This notice outlines how we manage your personal information supplied to us by you or a third party in connection with our provision of services to you or which we collect from your use of our services and/or our app(s) or website(s) along with your rights in respect of the processing of your personal information. It also details your rights in respect of our processing of your personal information.

Please note that if you are a Black Pearl Securities Ltd employee, a contractor to Black Pearl Securities Ltd, or a third-party service provider, your personal information will be used in connection with your employment contract, or your contractual relationship.

### 2 About Us

**2.1** Black Pearl Securities Ltd is a limited company with company number 8823678 whose registered office is at Lower Floor, 62 Great Eastern Street, London, EC2A 3QR. We supply an online trading platform as an STP Broker which assists retail and institutional investors to trade in the foreign exchange market (“Forex”) and other instruments.

**2.2** Any reference to ‘us’, ‘our’, ‘we’ or ‘Black Pearl Securities Ltd’ in this privacy notice is a reference to each group company within the Black Pearl Securities group or as the context requires unless otherwise stated. Similarly, any reference to ‘you’, ‘your’, ‘yours’ or ‘yourself’ in this privacy notice is a reference to any of our customers and potential customers as the context requires unless otherwise stated.



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### 3 Scope of this Privacy Notice

**3.1** This Privacy Notice (together with our “terms and conditions” and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. This Privacy Notice also sets out how you can instruct us if you prefer to limit the use of your personal data and the procedures that we have in place to safeguard your privacy.

**3.2** For the purpose of this Privacy Notice, Data Protection Legislation means: (i) the General Data Protection Regulation 2016/679 (the “GDPR”) applicable in the European Union, including the UK until any UK data protection legislation replaces or adopts the GDPR in the UK and (ii) then such UK data protection legislation replacing the GDPR once in force and applicable. For the purpose of the Data Protection Legislation, the data controllers is Black Pearl Securities Ltd.

**3.3** We encourage you to read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

**3.4** By using our Websites or our Apps, registering with us or submitting information to us you signify that you have read and understood our collection, use and disclosure of your personal data in accordance with this Privacy Notice. If you do not agree with this Privacy Notice, you must not use our Website and our Apps, access our services or submit information to us.

### 4 Which Personal Data do we Collect?

**4.1** Our Primary purpose in collecting personal information is to provide you with a secure and efficient customised experience. We use your data to improve our services, content and advertising, and for loss prevention and anti-fraud purposes. Examples of how we use your data include:

- a. To provide you with Services and customer support that you request.
- b. To process transactions and send notices about your transactions.
- c. To verify your identity by comparing your personal information against third-party databases.
- d. To send administrative or account-related information to you.



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- e. To better understand our customers and end-users and the way they use and interact with CB-owned or -operated websites, mobile apps, and Services.
  - f. To provide a personalised experience and implement the preferences you request.
  - g. To customise, measure, and improve Services and the content and layout of our website and applications.
  - h. To enhance security, prevent fraud, monitor and verify identity or service access, combat spam or other malware or security risks.
  - i. To deliver targeted marketing, service update notices, and promotional offers based on your communication preferences (where this in accordance with the law).
  - j. To interact with you on third party social networks (subject to that network's terms of use).
  - k. To communicate with you about our events or our partner events.
  - l. To prevent and investigate potentially prohibited or illegal activities, and/or violations of our posted user terms.
  - m. To resolve disputes, collect fees, and troubleshoot problems.
  - n. To comply with legal obligations.
  - o. To enforce our agreements with third parties.
  - p. For quality control and staff training.
- a. We are required by law to identify you if you are opening a new account or adding a new signatory to an existing account. Anti-money laundering laws require us to sight and record details of certain documents (i.e. photographic and non-photographic documents) in order to meet the standards set under those laws. Identification documentation, as required under anti-money laundering legislation or other legislation relevant to the services we provide to you, includes; passport, driver's license, national identity card and or NIND (if applicable), utility bills, trust deed, a credit check on the individual, or other information we consider necessary to our functions and activities.

**4.2** We may check some of the information that you provide to us against third party databases to confirm that it is accurate.

**4.3** You have the option of not identifying yourself, or of using a pseudonym, when dealing with us in relation to a particular matter. However, we can only provide you with this option when it is not impracticable for us to do so and when no law requires identification.

**4.4** We may also collect social media content where this is in the public domain, and any messages you send direct to us via social media. This information can include posts and comments, pictures and video footage on websites such as YouTube, Facebook and Twitter.



**BP PRIME**

**4.5** We may have access to your financial information, such as your billing address, bank account details and payment history in order to allow us to take payments from you in connection with the online trading products you purchase, send you refunds or enable our customer service to deal with your enquiries. Under no circumstances are these details disclosed to any third parties other than those who need to know this information for the performance of the services requested.

**4.6** Generally, we require that organisations outside the Black Pearl Securities group who handle or obtain personal information acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with the all relevant data protection laws and this privacy notice. Third party service providers such as credit referencing agencies may keep a record of any searches performed on our behalf and may use the search details to assist other companies in performing their searches.

## **5 How We Collect Your Personal Data?**

**5.1** We may also obtain personal information about you through your use of our websites, apps or through the use of cookies on our websites and/or apps, in particular by recording which pages you look at on our websites. We may record any communications, electronic, by telephone, in person or otherwise. Such telephone conversations may be recorded without the use of a warning tone or any other further notice. These recordings will be Black Pearl Securities sole property and will constitute evidence of the communications between us.

## **6 For which Purpose will we use your Personal Data?**

**6.1** Our Primary purpose in collecting personal information is to provide you with a secure and efficient customised experience. We use your data to improve our services, content and advertising, and for loss prevention and anti-fraud purposes.

**6.2** We may process your personal data for the purpose of:

- a. To provide you with Services and customer support that you request.
- b. To process transactions and send notices about your transactions.



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- c. To verify your identity by comparing your personal information against third-party databases.
- d. To send administrative or account-related information to you.
- e. To better understand our customers and end-users and the way they use and interact with CB-owned or -operated websites, mobile apps, and Services.
- f. To provide a personalised experience and implement the preferences you request.
- g. To customise, measure, and improve Services and the content and layout of our website and applications.
- h. To enhance security, prevent fraud, monitor and verify identity or service access, combat spam or other malware or security risks.
- i. To deliver targeted marketing, service update notices, and promotional offers based on your communication preferences (where this in accordance with the law).
- j. To interact with you on third party social networks (subject to that network's terms of use).
- k. To communicate with you about our events or our partner events.
- l. To prevent and investigate potentially prohibited or illegal activities, and/or violations of our posted user terms.
- m. To resolve disputes, collect fees, and troubleshoot problems.
- n. To comply with legal obligations.
- o. To enforce our agreements with third parties.
- p. For quality control and staff training.

**6.3** If you are an existing customer, we may contact you with information, products or services that you request from us or with information, products or services which are similar to the services we are providing to you (independently or jointly with others), unless you have opted out to be contacted for such purposes. We may contact you for this purpose by post, telephone, fax and SMS as well as by email. If you change your mind about being contacted in the future, please let us know.

**6.4** We do not sell, rent, or otherwise provide your personal data to third parties unless you consent to this or it is necessary to provide you with our services, conduct our associated business activities or as described in this Privacy Notice. We may share information with any member of our group of companies, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006 (the “*Affiliates*”).

**6.5** If you choose to post messages on any online forum or other message platforms that we may make available for this purpose on our Apps or our Website, we may collect that information you provide to us. We may process this information as necessary to respond to any social media posts or other public comments you might make, whether they are directed to us or about us, our Websites, mobile Apps or other activities, to resolve disputes, provide customer support and troubleshoot



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problems, as permitted by law. *Lawful Basis:* to comply with our legal obligations, performance of our contract with you and necessary for our legitimate interests.

**6.6** We may place a cookie on your device when you access our Websites or our Apps. These cookies will let us know when you have accessed our Websites or downloaded or used our App. We will share this information with our advertising providers such as Facebook or Twitter (e.g. IP addresses or unique mobile identifiers). The cookies will let our advertising providers know when to serve ads and to whom, ensuring that our ads are served only to people who have previously visited our Websites or used or downloaded our Apps (“*Retargeting*”).

**6.7** If you stop using our Website, our Apps or our services or your permission to use our Website, our Apps or our services is terminated, we may continue to use and disclose your personal data in accordance with this Privacy Notice (as amended from time to time) and as permitted by law. However, if you wish us to stop e-mailing you with information in connection with our Website, our Apps or our services, please unsubscribe or send your request to the contact details set out above.

## **7 Your Contact Information**

**7.1** Where applicable, you can change your contact details at any time by updating your profile within your trading account. You can also update your communication preferences by changing your settings related to your notification choices.

**7.2** We may use information you provide to us, or to third parties offering combined services with us, to customize the services we provide to you.

## **8 Data Security**

**8.1** The Internet is not a secure medium. Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may



BP PRIME

route through a number of countries before being delivered. This is the nature of the World Wide Web/Internet.

**8.2** We cannot accept responsibility for any unauthorised access or loss of personal data that is beyond our control. However, the protection of your personal data is extremely important to us and we have put in place a range of security procedures to protect it, as set out in this Privacy Notice.

**8.3** Where you have been allocated a trading account, this area is protected by your user name and password, which you should never divulge to anyone else.

**8.4** We will use reasonable endeavours to implement appropriate policies, rules and technical measures to protect the personal data that we have under our control (having regard to the type and amount of that data) from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss. For instance, our security measures include, but are not limited to:

- (a) educating our employees as to their obligations with regard to your personal data;
- (b) requiring our employees to use passwords and two-factor authentication when accessing our systems;
- (c) encrypting data sent from your computer to our systems during internet transactions and client access codes transmitted across networks;
- (d) employing firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses entering our systems;
- (e) using dedicated secure networks or encryption when we transmit electronic data for purposes of outsourcing;
- (f) practising a clean desk policy in all premises occupied by us and our related bodies corporate and providing secure storage for physical records; and
- (g) employing physical and electronic means such as alarms, cameras and guards (as required) to protect against unauthorised access to buildings.



**8.5** We will ensure that your information will not be disclosed to government institutions or authorities except if required by law (e.g. when requested by regulatory bodies or law enforcement organisations in accordance with applicable legislation).

**8.6** Certain services may include social networking, chat room or forum features. When using these features please ensure that you do not submit any personal data that you do not want to be seen, collected or used by other users.

## **9 To Whom Will Your Data be Disclosed**

**9.1** Your personal data may, for the purposes set out in this Privacy Notice, be disclosed for processing to:

- (a) our affiliated product and service providers and external product and service providers for whom we act as agent (so that they may provide you with the product or service you seek or in which you have expressed an interest);
- (b) any person acting on your behalf, including your financial adviser, solicitor, settlement agent, accountant, executor, administrator, trustee, guardian or attorney;
- (c) your nominated employment reference (to confirm details about you);
- (d) introducing brokers, affiliates and agents who refer your business to us;
- (e) credit reporting agencies;
- (f) other financial institutions and organisations at their request if you seek credit from them (so that they may assess whether to offer you credit);
- (g) our third-party consultants, (sub-) contractors, suppliers or other service providers who may access your personal data when providing services to us. For instance, we may share your data with email marketing companies who help us to email or mail our newsletter to you and other people who help us provide our Websites, our Apps, and related services to you. This includes information technology experts who design and host our Websites, our Apps and general service companies. We disclose personal data when we outsource certain functions, including bulk mailing, market research, direct marketing,





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statement production, debt recovery and information technology support. We also seek expert help from time to time to help us improve our systems, products and services;

- (h) auditors or contractors or other advisers auditing, assisting with or advising on any of our business purposes;
- (i) analytics and search engine providers that assist us in the improvement and optimisation of our Websites or our Apps;
- (j) our successors in title, our prospective sellers or buyers of our business or to our Affiliates when we have a merger or re-organisation;
- (k) government bodies and law enforcement agencies where required by law and in response to other legal and regulatory requests;
- (l) any third-party where such disclosure is required in order to enforce or apply our Terms and Conditions of Service or other relevant agreements;
- (m) to protect the rights, property, integrity or security of our company, our customers, or others (including, without limitation, you). This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- (n) to our advertising providers for re-targeting purposes; and
- (o) where you have consented to this, to selected third parties that may contact you about products and services which may be of interest to you in any jurisdiction where we operate.

**9.2** Any social media posts or comments you send to us (on our Facebook page, for instance) will be shared under the terms of the relevant social media platform (e.g. Facebook or Twitter) on which they are written and could be made public. Other people, not us, control these platforms. We are not responsible for this kind of sharing. So before you make any such remarks or observations, you should review the terms and conditions and privacy policies of the social media platforms you use. That way, you will understand how they will use your information, what information relating to you they will place in the public domain, and how you can stop them from doing so if you are unhappy about it.

**9.3** In all circumstances where personal data may become known to our contractors, agents and outsourced service providers, there are confidentiality arrangements in place. Contractors, agents and



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outsourced service providers are not able to use or disclose personal data for any purposes other than our own.

#### **9.4** Mobile app platforms:

- (a) our Apps run on third party software platforms, for example, Apple's iOS platform which powers Apple's iPhone and Google's Android platform which powers Android-based smartphones; and
- (b) if you use any of our Apps, your usage of those apps is also subject to the relevant mobile app platform provider's terms and conditions and privacy policy. You should review their terms and conditions and privacy policy to ensure you understand what information (if any) they will gather about you, how they will use that information, and what you may be able to do if you are unhappy about it.

#### **9.5** Before using or disclosing a government related identifier of an individual, we will ensure that such use or disclosure is:

- (a) reasonably necessary for us to verify your identity for the purposes of our activities or functions; or
- (b) reasonably necessary for us to fulfil our obligations to a government agency or authority; or
- (c) required or authorised by or under a UK law, regulation or a court/tribunal order; or
- (d) reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

## **10 Your Rights in Relation to Your Personal Data**

### **10.1** RIGHTS OF ACCESS



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You have a right of access to the personal information that we hold about you under European data protection legislation, and to some related information. You can also require any inaccurate personal information to be corrected or deleted.

## **10.2** RIGHT TO ERASURE

You can request for all personal data that Black Pearl Securities Ltd processes to be erased, however Black Pearl Securities Ltd is not permitted to erase your data if it is held under the legal lawful bases. Furthermore you can object to the processing of any data where the lawful bases is 'Consent'. Hence you can object to our use of your personal information for direct marketing purposes at any time and you may have the right to object to our processing of some or all your personal information.

If you wish to exercise any of these rights, please contact us as at [support@bprime.com](mailto:support@bprime.com)

## **10.3** SUBJECT ACCESS REQUESTS

You can request to see a copy of the personal data that Black Pearl Securities Ltd holds on you. If you wish to see this data then you must submit a written request (post or email) requesting this information to [support@bprime.com](mailto:support@bprime.com). We may charge a reasonable fee to comply with request when it is manifestly unfounded, excessive or repetitive.

## **10.4** RIGHT TO COMPLAIN

You have the right to make a complaint to the supervisory authority if you feel that we have not met our obligations in relation to your data.

## **10.5** CHILDREN'S PERSONAL INFORMATION



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We do not knowingly request to collect personal information from any person under the age of 18. If a user submitting personal information is suspected of being younger than 18 years of age, Black Pearl Securities Ltd will require the user to close his or her account immediately.

## **11 Access to Your Credit Report**

**11.1** You have the right to ask for a copy of any credit report we have obtained about you from a credit-reporting agency. However, as we may not have retained a copy after we have used it, the best means of obtaining an up-to-date copy is to get in touch with the credit-reporting agency directly.

**11.2** You have a right to have any inaccuracies corrected or, if there is any dispute as to accuracy, to have a note added to your credit reporting agency file explaining your position.

**11.3** If we decline your credit application wholly or partly because of adverse information on your credit report, we are required to tell you of that fact.

## **12 Cookies**

**12.1** Black Pearl Securities Ltd uses cookies files to gather information. Cookies are small files of information, which often include a unique identification number or value, which are stored on your computer's hard drive as a result of you using this trading software and accessing this website. The purpose of this information is to provide you with a more relevant and effective experience on this website, including presenting web pages according to your needs or preferences.

**12.2** Cookies are frequently used on many websites on the internet and you can choose if and how a cookie will be accepted by changing your preferences and options in your browser. You may not be able to access some parts of this site if you choose to disable the cookie acceptance in your browser, particularly the secure parts of the website. We therefore recommend you enable cookie acceptance to benefit from all the services on the website.



**12.3** Black Pearl Securities Ltd uses cookies for the following purposes:

- a. To provide the User with more precise and comfortable use of the Site, tailoring the content of Black Pearl Securities internet websites to the User's preferences as well as to optimize the use of the Portal. In particular, such files enable to detect the equipment of the User of the Internet Service and properly display the internet website adjusted to the User's individual needs;
- b. To examine the activity of the Portal's User in order to create statistics, which help us to understand in what way the Portal's Users use the internet websites, which contributes to the improvement of the structure and content of those sites as well as identification of the source, which the User has used to enter the Site;
- c. To maintain the session of the Portal's User (after logging-in).

**12.4** Cookies are often used by many sites on the Internet. The User may elect whether and in what way the cookie will be accepted through the change of preferences and options in his/her browser. If the User decides to shut down the cookies support in his/her browser, the access to some parts of the Site may be impossible.

**12.5** Not making changes of the settings of the internet browser for the settings blocking the writing of the cookies files is equivocal with the granting of consent for their writing.

**12.6** You may find more information on cookies at the address: [www.aboutcookies.org](http://www.aboutcookies.org), or in section Help in the internet browser menu.

**12.7** Some of our business partners (e.g. advertisers) use cookies on our site. We have no access to, or control over, these cookies. This privacy statement covers the use of cookies by this site only and does not cover the use of cookies by any third party.

## **13 Where We Store and Process Your Personal Data**



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The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("**EEA**"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers or Affiliate companies. Such staff may be engaged in, among other things, the fulfilment of your request, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice.

## **14 Your Consent and Changes to this Privacy Notice**

**14.1** We reserve the right to amend or modify this Privacy Notice and if we do so we will post the changes on our Website and on our Apps. It is your responsibility to check the Privacy Notice every time you submit your personal data to us.

**14.2** In the event that our purposes for processing personal data change, we will contact you as soon as practicable and seek your consent where such notification relates to a new additional purpose for processing.

## **15 Use of Your Personal Data Submitted to Other Websites**

**15.1** Except as otherwise expressly included in this Privacy Notice, this document addresses only the use and disclosure of personal data that we receive about you or collect from you.

**15.2** If you disclose your personal data to others (e.g. websites we link to), different rules may apply to their use or disclosure of the data that you disclose to them. We are not responsible for the privacy policies and practices of other websites even if you accessed the third party website using links from our website.

**15.3** We recommend that you check the policy of each website you visit and contact the owner or operator of such website if you have concerns or questions.



## 16 How do we Store Personal Information

**16.1** Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, by mail, over the internet or any other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure. When we consider that personal information is no longer needed, we will remove any details that will identify you or we will securely destroy the records. However, we may need to maintain records for a significant period of time.

**16.2** For example, we are subject to certain anti-money laundering laws which require us to retain:

- a. A copy of the documents we used to comply with our customer due diligence obligations; and
- b. supporting evidence and records of transactions with you and your relationship with us, for a period of five years after our business relationship with you has ended.

**16.3** If we hold any personal information in the form of a recorded communication, by telephone, electronic, in person or otherwise, this information will be held in line with local regulatory requirements which will either be 5 years or 10 years after our business relationship with you has ended.

**16.4** Where you have opted out of receiving marketing communications we will hold your details on our suppression list so that we know you do not want to receive these communications.



## 17 Further Information

**17.1** If you would like to let us know about something we have done, or failed to do in relation to your personal data, whether positive or negative, please let us know. Your comments enable us as an organisation to learn and continuously improve our services.

**17.2** If you think there is a problem with the way we are handling your data, you have the right to complain to the Information Commissioners Office at:  
<https://www.gov.uk/government/organisations/information-commissioner-s-office>

**17.3** Questions, comments and requests regarding this Privacy Notice should be addressed to:

The Head of Compliance  
Black Pearl Securities Ltd  
Lower Floor  
62 Great Eastern Street  
London EC2A 3QR  
[compliance@bpprime.com](mailto:compliance@bpprime.com)

## 18 Your Duty to Inform Us of Changes

**18.1** If any of the personal data that you have provided to us changes, for example if you change your email address or if you wish to cancel any request you have made of us, or if you become aware we have any inaccurate personal data about you, please let us know by sending an email to [support@bpprime.com](mailto:support@bpprime.com).

**18.2** We will not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete Personal Data that you provide to us.

Black Pearl Securities Ltd compliance department deals with data protection questions and complaints, so for any other services or queries please contact our dedicated support team on [support@bpprime.com](mailto:support@bpprime.com)





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