

# aurra

# Privacy Policy

v1.0 November 2025



## 1. Introduction

- 1.1. Aurra Global Markets Limited is authorised and regulated as a Saint Lucia International Business Company with the registration number 2025-00208 (referred to as “**Aurra**” or the “**Company**”) is responsible and obligated to protect the personal customer information collected from every individual or entity (referred to as “**Customer**” or “**Client**”) via:
  - 1.1.1. The Company’s website at [www.aurra.markets](http://www.aurra.markets).
  - 1.1.2. Electronic communications such as email, push notifications, online chat system and other digital exchanges between the Company and Client.
  - 1.1.3. Exchanges via telephone between the Company’s representative and the Client.
- 1.2. The Company may gather data capable of identifying the Client including but not limited to name, mailing address, email address, identification number, passport number, tax identification, bank account number, and geolocation (referred to as “**Personal Information**”).
- 1.3. The Company is obligated to protect the Client’s Personal Information by ensuring security and confidentiality, which includes the period when the Client is no longer engaged with the Company for its services.
- 1.4. The Client acknowledges that accessing the Company’s website and utilisation of any of its services consents the Company to collect, maintain, use, and disclose their Personal Information in accordance with the clauses stated within this Privacy Policy.

## 2. Access

- 2.1. In compliance with applicable rules of law and regulation, the Company and its employees shall have access to the Client’s Personal Information for its intended purposes as stated in clause 3.1.
- 2.2. The Company shall maintain appropriate data collection, storage, processing, and security measures to protect the Client’s Personal Information against loss, alteration, disclosure, unauthorised access, or removal.

- 2.3. Violation to the Privacy Policy by the Company or its employees shall be taken seriously with the following measures undertaken but not limited to penalties, dismissal, and legal action.

### 3. Usage

- 3.1. The Company may use the Client's Personal Information for the following purposes:
  - 3.1.1. Conduct obligation for any serviceable agreement in between the Company and the Client.
  - 3.1.2. Verification of the Client's identity in compliance with regulation entity that oversees the Company.
  - 3.1.3. Electronic communication with regards to personalised delivery of products or services offered by the Company to the Client.
  - 3.1.4. Marketing related campaigns which include but not limited to websites, social media, and applications.
  - 3.1.5. Internal research and analytical purposes, including but not limited to evaluating, monitoring and enhancing the Company's products, services, operational process and overall client experience.
  - 3.1.6. Risk assessment of the Client's profile which may involve the usage of automated or third-party tools.
- 3.2. The Company will use the Client's Personal Information based on the purpose listed in clause 3.1 unless additional information is necessary to facilitate the intended purpose.
- 3.3. The Client's Personal Information may be used or disclosed by the Company without prior knowledge or consent, in compliance with applicable rules of law.
- 3.4. The Client may refrain the Company from using their Personal Information for the intended purpose as stated in clause 3.1 by formally communicating such request via email to the Company.
- 3.5. In the event whereby the Client chooses to deny the Company from using or disclosing their Personal Information, the Company may refrain from offering and

engaging with the Client for the intended services and the Company shall not be responsible for any liabilities that arise thereafter.

#### 4. **Third Party Access**

- 4.1. The Company may share the Client's Personal Information to conduct obligations of any serviceable agreement with third parties when deemed necessary or lawfully to the following but not limited to:
  - 4.1.1. Firms associated with the Company;
  - 4.1.2. Affiliates, Partners, or Fund managers associated with the Company and its associated firms;
  - 4.1.3. Anti-fraud organizations, credit providers, law enforcement or any governmental entity;
  - 4.1.4. Legal or law firm appointed by the Company in the event of legal dispute in between the Company and the Client;
  - 4.1.5. Other third-party firms appointed by the Company to ensure fulfilment of a serviceable agreement between the Company and the Client.
- 4.2. The Company utilises technologies provided by third parties, for the purpose of enhancing user experience, improving service delivery, and facilitating relevant marketing communications.
- 4.3. Third party may collect and process information about the Client's activity on the Company's website(s), including but not limited to browsing behaviour and engagement metrics, to:
  - 4.3.1. Analyse and measure traffic and performance of the Company's website(s);
  - 4.3.2. Daily targeted advertisement for the Company's products and /or services on third-party websites;
  - 4.3.3. Evaluate the effectiveness of the Company's marketing and advertising campaigns.
- 4.4. The Client acknowledges and agrees that the Company shall not be held liable for any loss, damage, or claim arising from the acts, omissions, negligence, or breaches by any third-party service providers engaged in the processing of Personal Data.

- 4.5. The Company disclaims all responsibility for any unauthorised, unlawful, or negligent processing of data by such third parties beyond the Company's reasonable control.
- 4.6. The Company may process technical identifiers and pseudonymized data to recognize users across different devices or platforms, solely for the purposes of:
  - 4.6.1. Maintaining service continuity across user devices;
  - 4.6.2. Optimizing marketing campaign performance;
  - 4.6.3. Preventing fraudulent or duplicate account activity.
- 4.7. This processing may involve sharing hashed identifiers with authorised partner solely for cross-device matching purposes, subject to applicable data protection laws.
- 4.8. The Client acknowledges that Personal Information shared with third parties will function as data controllers and its usage will not be covered by the Company's Privacy Policy nor subject to any liabilities that should arise.

## 5. **Retention of Personal Data**

- 5.1. The Company shall retain Personal Data only for as long as is necessary to fulfil the purposes for which it was collected, as outlined in Clause 3 of this Policy, including for the purposes of satisfying any legal, regulatory, accounting, or reporting obligations.
- 5.2. Unless a longer retention period is required or permitted by applicable law, the Company shall retain Personal Data for a period of up to five (5) years following the closure or termination of the Client's account or last interaction with the Company, whichever is later. The retention period may be extended where such data is required:
  - 5.2.1. To comply with legal or regulatory requirements, including obligations imposed by financial or supervisory authorities;
  - 5.2.2. To resolve disputes and enforce legal rights under applicable agreements;
  - 5.2.3. For internal record-keeping, audit, or compliance purposes in accordance with Company policies.



- 5.3. At the end of the applicable retention period, the Company shall securely delete or irreversibly anonymise the Personal Data using industry-standard data sanitisation methods, ensuring that the data can no longer be associated with an identifiable individual.

## 6. **Business Transfers**

- 6.1. In the event the Company engages in a merger, acquisition, reorganization, bankruptcy, sale of asset, or transfer of service to another provider, the Company retains the right to share the Client's Personal Information to the successor as part of the transaction when requested.

## 7. **Cookies**

- 7.1. The Company will use Cookies on its website, a small file stored on the Client's computer designed to hold data specific to the user. Cookies are used to provide information with regards to the Client to deliver customised web browsing experience to cater personalised delivery of products and services.
- 7.2. The Client acknowledges that they may accept or reject the usage of Cookies on the Company's website. However, rejecting its usage may restrict access to certain portions of the Company's website, specifically secured pages.

## 8. **Storage**

- 8.1. The Company places the utmost emphasis and priority on ensuring the safety and security of the Client's Personal Information data. Measures taken by the Company include training and monitoring, stress-testing, and utilization of encryption technology.
- 8.2. The Client acknowledges that any loss or liabilities that arise through the usage of the Company's website for such means will not be borne by the Company if it is outside of our control or error by the Client.

## 9. **Consent and Rights**

- 9.1. By accessing the Company's website and submitting Personal Information to the Company, the Client possesses the right to obtain a copy of the information collected by the Company through formal request via email.
- 9.2. The Client may update or amend, opt-out of specific communications and data collection or remove their Personal Information by submitting a formal request via email to the Company. All requests will be processed promptly, and the Company will not be responsible for the liabilities that arise from such actions.

## 10. Amendments

- 10.1. The Company reserves the right to amend or remove the clauses stated within this Privacy Policy at any time. The Client will be informed of such changes via electronic communications and is deemed to have acknowledged and accepted the new Privacy Policy unless it is necessary to obtain additional consent.
- 10.2. Should inconsistency arise between different language version of all policy, terms and conditions or agreements, the English version shall supersede and prevail.

## 11. Enquiries

- 11.1. For enquiries with regards to this Privacy Policy, the Client may contact the Company by emailing dedicated customer support at [support@aurra.markets](mailto:support@aurra.markets).