

Privacy & Refund Policy

Obligations of the Company

MyTradeMM (the Company) places a high priority on the privacy and integrity of the personal information of our Clients, both present and future and other visitors to the site. The Company strives to ensure the safety and confidentiality of all information received from the Client. This Privacy Policy (the "Policy") describes how the Company collects, uses and protects the personal information of the Client.

The Client's Personal Data

To open a demo or live account, the Company will need certain information (Personal Data) about the Client. The Personal Data that is collected by the Company may include:

information provided on applications and other Company forms, such as name, address, date of birth, passport data and occupation.

financial information such as income, assets, investment experience.

documents provided to confirm identity, such as passport, utility bills, and/or bank statements or company incorporation information;

payment documents: money transfer orders, bank statements, bank card (expiration date and card number except first 6 and last 4 digits of card number on the front side should be covered, also CVV2/CVC2 code on the back side should be covered), etc.

Use of Personal Data

The Company may use a Client's Personal Data for one or more of the following purposes:

to confirm the Client's identity;

to process trading and non-trading operations;

carry out the company's anti-money laundering policy;

to inform the Client of Company products or services that may be of interest to the Client;

to provide other services that are relevant to the Client's business relationship with the Company;

to keep a correct database of the Client's account data;

to analyze statistical data to provide Clients with the most suitable products and services.

Cookies

Cookies are small text files sent by a web server and stored on a visitor's browser which are read later by the server when the visitor returns to the site. Cookies store information such as passwords (encrypted), usernames, shopping cart, certain preferences, etc. allowing visitors to visit sites repeatedly without having to enter the same information over and over. Cookies are not used to determine the personal identity of anyone visiting the site.

Third Parties

The Company may convey the Client's Personal Data to associated or affiliated companies, agents or other authorized organizations or persons ("Authorized Persons") for the sole purpose of processing the Client's trading and non-trading instructions. The Company guarantees that all Authorized Persons will adhere to the terms of this Policy and take all necessary steps to protect the Client's Personal Data. The Company may provide Personal Data to third parties who are not the Company's partners, agents or affiliates only when requested by representatives of legal or administrative authorities.

Use of Information

By accepting the Client Agreement, the Client consents to the Company collecting, maintaining, using and disclosing their Personal Data in accordance with the terms of this Policy.

Security and Protection

The Company takes the issue of security very seriously and takes all possible measures to ensure the safety of your confidential information, including adhering to strict standards for the internal use of confidential information and using leading data storage technology.

When making a payment with a credit/debit card, you will be transferred to the site of the processing center where you will fill out a form. To prevent the unauthorized use of your credit/debit card, your card information is transmitted to Company in shortened form and through a secure server.

Returns Policy for Credit/Debit Cards

In certain exceptional circumstances, Company may refund payments made by credit or debit card. In this case, the funds will be refunded to the card that was used for the deposit. For refund procedure clients just need create withdrawal order on company website. Company will check it and revert funds to client card. The full card number is not needed to proceed. For issue refund, client account should meet some requirements, such as available amount on client account and current credit obligations should be closed.

Contacts

If you have any questions about this Policy do not hesitate to contact us:
support@mytrademm.com