

Privacy Policy



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Forex Financial Services Privacy Policy

Forex Financial Services (“FFS”) is committed to ensuring the privacy and security of all information collected from our clients. In accordance with the current privacy legislation, this Privacy Policy outlines the information collection practices utilised by FFS, how that information is used and the choices you can make about the way the information you provide to us is collected and used.

The information we collect

When you lodge an online account application via the FFS web site, we need to collect information about you in order to provide financial services and satisfy your customer services needs from time to time. This information includes, but is not limited to, your name, date of birth, address, email address, telephone number, identification document particulars, income and employment details, etc.

The internet service provider of FFS may also record your information upon your access to this website including but not limited to your domain name, time of access, contents you access to and type of browser. If you choose not to supply information as requested, FFS may not be able to provide related financial services to you.

How we use your information

If you decide to complete an online account application, the information that you enter into the online form may be used for the purposes of daily operation of the service provided to you, as well as managing your account, reviewing your ongoing needs, improving and enhancing customer service and products to be provided to both existing and potential customers, promoting and marketing investment, dealing or related services and products, and giving ongoing information or opportunities that may be relevant to you.

As a client of FFS, you may occasionally receive email communication from us about new products or services being offered by FFS.

Unless otherwise prohibited by law or our contractual obligations, we may disclose personal information if required to do so by law, court order, or as requested by a governmental or law enforcement authority, or in the good faith belief that disclosure is otherwise necessary or advisable. Such situations may include: to perform, maintain or enforce contracts with our clients or suppliers; to protect the rights or properties of FFS, our business affiliates, our clients, or others; or when we have reason to believe that disclosing the information is necessary to identify, contact, or bring legal action against someone who may be causing, or who may be threatening to cause, interference with or damage to our rights or properties, whether intentionally or otherwise; or when anyone else could be harmed by such activities.

Like most websites, there is certain information we automatically track, including the URL that you just came from, the browser you are using and your IP address. This data is utilised to improve the services of FFS and does not include any personally identifying information.

Our commitment to data security

All clients' details captured by FFS are stored securely at all times and will never be provided to any unauthorised third parties. While being transmitted over the Internet, all details are protected using SSL (Secure Socket Layer) encryption. FFS has been verified for security and compliance to SSL standards by Comodo, an independent third party.

Cookies

We may, from time to time, use "cookies" to store your preferences, record session information and collect information on how you visit and access our website. We collect information on the websites visited by our customers in order to help us to continue improving our services.

"Cookies" are pieces of information that our website transfers to your computer's hard disk for recordkeeping purposes. Cookies can make the web more useful by storing information about your preferences on a particular site. The use of cookies is an industry standard and many websites use them to provide useful features for you. Cookies in and of themselves do not personally identify you, only your computer.

How to contact us

This policy may be revised from time to time, as new features are added to the site or the legislation changes. Please check back periodically for updates and additions. If you have any concerns or queries about the Privacy Policy of FFS or would like more information, please contact us using the details displayed in the Contact Us section of our website.