



Privacy Policy

White Forex (St Lucia) Registration number-00475
Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-/islet, Saint Lucia
P.O. Box 838, Castries, Saint Lucia (White Forex).
www.whiteforex.com | support@whiteforex.com

Privacy Policy

Protecting your privacy and personal and financial data is one of our top priorities at White Forex.

Important Information

This Privacy Policy pertains to your use of our website(s), White Forex Trade: Online Trading, and the application (the “app”), as well as to the information we collect in relation to your opening of and your Account and the services provided by White Forex.

Who We Are:

For the purpose of this Privacy Policy, White Forex includes: White Forex Ltd: A Securities Dealer registered in St Lucia with registration number 2024-00475. The registered office is at Ground floor, the Sotheby building, Rodney Village, Rodney bay, Gros-islet, Saint Lucia, P.O BOX 838.

Your personal data will be controlled by the relevant White Forex Entity that provides services to or is in electronic communication with you. In some cases, your personal data will be controlled by and/or exchanged between more than one White Forex Entity, as applicable. Any inquiries regarding the use of your personal data should be sent to support@whiteforex.com.

What Personal Data Do We Collect and Process

We may collect, use, store, and share different kinds of your personal data, such as:

- **Identification Data:** Your name, username or similar identifier, title, date and place of birth, gender, country of residence, and citizenship.
- **Contact Information:** Billing address, delivery address, email address, telephone number(s).
- **Verification Documents:** Including passport, identity card, driver's license, proof of address, utility bill, pay slip / tax return as proof of source of funds, and credit checks..

- **Financial Data:** Economic profile including assets, income, financial position/source of wealth, employment status, profession and industry, bank account, bank statement, e-wallet, and credit card details.
- **Professional Information:** Education, profession, and/or work details.
Contractual Data: Details about the services and/or products offered from us and third-party companies on our behalf.
- **Technical Data:** IP address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website and app.
- **Usage Data:** Information about how you use our website, app, products, and services.

We obtain this information through your use of our services and website, account opening applications, demo sign-up forms, and ongoing customer service correspondence. We may also collect this information from third parties such as marketing lists, publicly available sources, social media platforms, introducer brokers, affiliates, bankers, credit card processors, subscription-based intelligence databases, credit reference agencies, fraud prevention agencies, third-party authentication service providers, and other financial institutions.

We also process personal data generated in the course of providing our services, such as transaction data. We may ask for additional personal data from time to time (e.g., through market research, surveys, or special offers). If you choose not to provide the information needed for a specific product or service, we may not be able to fulfil your request.

We use cookies on our website to ensure effective functionality, fraud prevention, security, and to support your trading activities. Cookies are small text files sent from our web server to your computer.

We may enlist outside organisations to help manage the website and collect and analyse statistical data. These organisations may install and use their own cookies on our behalf.

Throughout our website, we may link to other websites owned and operated by certain trusted third parties to make additional products and services available to you. Those third-party websites may also gather information about you according to their own privacy policies. This Privacy Policy is valid only for our website and does not cover other websites. We recommend that you review the privacy policy of each website that involves transferring personal data.

We may record communications with you, including electronic, telephone, in-person, or other methods, regarding the services we provide and our business relationship. These recordings will be our sole property and constitute evidence of the communications for complying with regulatory obligations. Telephone conversations may be recorded without prior warning or notice.

How Do We Collect Your Personal Data and Purpose

By registering a Personal Area, you agree to have your personal data processed and consent to its collection, systemization, aggregation, storage, revision, usage, anonymization, blocking, deletion, and distribution to third parties as outlined in this Privacy Policy.

We request data necessary for registering a Personal Area, providing functional services, and resolving disputes. Providing this data is required for client identification and allows you to perform various operations in your Personal Area and trading accounts.

We may collect data to better understand your needs and preferences through Live Chat, surveys, and phone communication. This data is provided voluntarily. We use your data to provide secure, high-quality services. The personal data you provide is used to verify contact information and identity, register Personal Areas, open and configure trading accounts, and issue activation codes and passwords. Providing contact information helps us improve services and communicate the availability of additional services, features, and promotions. We may review, store, and delete your personal information, including physical records of transactions and correspondence, in accordance with relevant legislation.

Who We Share Personal Data With and in What Circumstances

We may disclose your personal information to our group entities, service providers involved in delivering products or services to you (e.g., payment service providers), and other third parties we use to help run our business (e.g., outsourced compliance services, website hosts, website analytics providers, banks).

We or these third parties may also share personal data with external auditors, professional advisors (e.g., lawyers), and third-party authentication service providers for identity checks and document verification to comply with legal obligations. When transferring your information to third parties, we maintain confidentiality and security.

We reserve the right to provide personal data to third parties if required by law or if we receive formal requests from law enforcement and other government agencies. We may also share your personal data to comply with laws against money laundering and terrorism financing or to protect our rights or property.

To provide comprehensive, high-quality service, we may exchange your personal data with our partners. At your request, we can provide information about the services our partners provide. We monitor data usage by agents or third parties to ensure compliance with our confidentiality and data protection policies, preventing misuse of information.

Security and Protection

White Forex complies with the Payment Card Industry Data Security Standard (PCI DSS) to ensure your security and privacy. We conduct regular vulnerability scans and penetration tests according to PCI DSS requirements. We implement appropriate and reasonable security measures to prevent unauthorized access, use, collection, disclosure, alteration, or disposal of your personal data. Access to your personal data is limited to those with a genuine need, and they are subject to confidentiality obligations. We have procedures to address suspected data security breaches and will notify you and applicable regulators if required by law.

Use of Cookies

We use cookies to ensure our website functions effectively, prevent fraud, enhance security, and support your trading activities. Cookies are small text files sent from our web server to your computer. We may enlist outside organisations to help manage the website and collect and analyse statistical data, which may install and use their own cookies on our behalf.

How Do We Store Your Personal Data and for How Long

White Forex processes personal data for as long as we have a business relationship with you, using secure computer storage facilities, paper-based files, and other records. We take necessary measures to protect your personal data from misuse, loss, unauthorised access, modification, or disclosure.

If you instruct us to cease using or processing your personal data, we have the right to terminate any existing services to you within a reasonable time or immediately, as determined by the Company.

When personal data is no longer needed, we may anonymize or securely destroy records. However, we may need to retain records for a significant period (after you cease to be our client) to comply with AML laws and retain documents used for customer due diligence, supporting evidence, and records of transactions.

For personal data held in emails, telephone, electronic, in-person, or other recorded communication, information will be retained in line with regulatory authority requirements.

If you opt out of marketing communications, we will hold your preferences in our suppression files to ensure that we do not contact you again.