

# **JM GO PRIVACY POLICY**

## **1. INTRODUCTION**

At JM GO, we are committed to protecting the privacy and confidentiality of our Client's personal information. As part of our operations, we collect personal data from our Clients and potential Clients to ensure that we can provide tailored services and meet their specific needs effectively. This Privacy Policy explains how we collect, use, and protect your personal information when you use our website, services, or interact with us in any way. We value your privacy and prioritize the security of your personal data.

This Privacy Policy applies to all personal data collected by JM GO in connection with the provision of our services, whether directly from you or through third parties. It also outlines your rights regarding the processing of your personal data. Please take the time to read this Policy carefully to understand how we manage your personal information and how we strive to protect your privacy.

We reserve the right to update or modify this Privacy Policy as necessary, in response to changes in regulatory requirements, business practices, or technological advancements. Any such updates will be reflected in the most recent version of this Policy.

## **2. WHAT PERSONAL INFORMATION DO WE COLLECT?**

By opening an account with JM GO, you agree to and accept all of the provisions set forth in this Policy.

We may collect, use, store, and share various types of your personal data, including, but not limited to:

- Identification Information: Your name, username or similar identifiers, title, date and place of birth, gender, country of residence, and citizenship.
- Contact and Address Information: Your contact details, billing address, residential address, email address, and phone number.
- Economic Profile: Details about your assets, income, financial position/source of wealth, employment status, profession, industry, bank account and bank statement, e-wallet, and credit card details.
- Professional and Educational Background: Your education, profession, work details, and nationality.
- Profile Data: This includes your username and password, purchases or orders made by you, historical data on trades and investments, preferences for certain products and services, products you trade with us, interests, preferences, feedback, and survey responses.
- Usage Data: Information about how you use our website, mobile app, products, and services.

This information is provided by you during the registration process through your Personal Area. Providing this information is a mandatory requirement to establish a business relationship with JM GO. Ultimately, the information you provide remains your property.

### **3. USE OF INFORMATION**

Information given by you is used to provide quality services. For example, your contact information may be used in case JM GO needs to contact you urgently or to inform you about any JM GO updates and news. By providing information about yourself, you verifies their Personal Area, thus participating in bringing the AML policy to life.

Your data is used for the following purposes:

- Identity Verification: To confirm your identity and facilitate the opening of trading and/or partner accounts.
- Service Updates: To inform you promptly about new services offered by JM GO.
- Account Management: To maintain our customer database and analyze statistical data, ensuring we provide services and products of the highest quality.
- Legal Compliance: To ensure compliance with all applicable laws and regulations.
- Contractual Obligations: To fulfill our contractual commitments to you.
- Marketing Purposes: To tailor our marketing efforts to better serve your needs.

By providing your information to JM GO, you consent to its use as outlined above. This consent is a condition of your use of our services.

### **4. INFORMATION PROTECTION**

JM GO employs advanced technology to ensure the security of your personal data. We have implemented robust security measures to prevent accidental loss, unauthorized access, modification, or disclosure of your personal data. Our staff adhere to strict standards when transferring information within JM GO.

Access to your personal data is limited to staff members who require it for specific purposes, and only certain categories of staff have full access to Client's data (e.g., verification or account managers).

All information and access are encrypted using SSL technology. If JM GO provides you with a password to access certain parts of our website, you are responsible for keeping it confidential. We will never ask you to share your password with anyone.

JM GO will implement reasonable and appropriate organizational, physical, and technical measures to protect your personal data. In the event of a breach resulting from unauthorized disclosure of your personal data, we will inform you and notify the relevant regulatory bodies.

### **5. RETENTION PERIOD**

The retention period for storing personal data at JM GO is seven years. After this period, we reserve the right to remove all data received from you when we determine that the personal information is no longer necessary for the purpose for which it was collected.

We will destroy or delete it, or de-identify it, as soon as reasonably practicable. The destruction or deletion will be conducted in a manner that prevents the record from being reconstructed in an intelligible form.

## **6. DISCLOSURE OF INFORMATION TO THIRD PARTIES**

JM GO may disclose your personal information to third parties under the following circumstances:

- **Affiliates and Partners:** We may share your information with our affiliates, partners, or other organizations with whom we collaborate to provide services.
- **Service Providers:** We may disclose your personal data to service providers who assist us in operating our business, such as vendors, consultants, and other agents.
- **Legal and Regulatory Requirements:** We may share your information with regulatory bodies, law enforcement agencies, or other authorities as required by law or to comply with legal processes.
- **Business Transactions:** In the event of a merger, acquisition, or other business transaction, we may transfer your personal information to the relevant parties involved.

You agree that we will disclose your personal information to third parties in the event that we sell or buy any business or assets, in which case personal data about its customers will be one of the transferred assets. You also agree that we will share your personal information with third parties for verification purposes.

Any third party using the personal data of Clients must abide by the provisions of this Policy.

## **7. CHANGES IN PERSONAL INFORMATION**

JM GO assumes that all the information provided by you is complete and accurate. Therefore, we request that you notify us of any changes to your personal data through the appropriate forms in your Personal Area. This ensures that your information remains up-to-date and accurate, which is essential for maintaining the integrity of our services.

## **8. RIGHTS OF THE CLIENT**

At JM GO, we respect your rights regarding the personal data we process. You have several key rights that ensure you maintain control over your information:

- **Access Your Data:** You have the right to request a copy of the personal data we hold about you. This allows you to verify that we are processing your data lawfully.
- **Correct Your Data:** If you find any inaccuracies in your personal data, you can request that we correct or update it. We may need additional information to validate the changes.

- **Delete Your Data:** You can ask us to erase your personal data if there is no valid reason for us to continue processing it. Please note that this may result in the closure of your account and termination of our Client relationship. However, we must comply with legal requirements to retain certain data for a specified period.
- **Opt Out of Direct Marketing:** You have the right to stop us from using your data for direct marketing purposes, including profiling related to such marketing.
- **Transfer Your Data:** You can request a structured copy of your personal data and have it transferred to another organization. You also have the right to have your data transmitted directly by us to another organization you specify.
- **Withdraw Consent:** If we are processing your data based on your consent, you can withdraw that consent at any time.

To exercise these rights or if you have any questions about how we handle your personal data, please contact us through the contact information available on our website.

If you do not want us to use your personal data, you must inform JM GO by sending an email to [support@jm-go.com](mailto:support@jm-go.com). JM GO will not be able to continue to provide services and information requested by the Client if the Client makes such a decision.

## **9. UPDATES TO THIS POLICY**

From time to time, JM GO has the right to update this Policy to ensure that any new services, requirements, and technologies, as well as any changes to our business operations, are taken into consideration, as well as any changes to legislation.