

Quantara Markets Ltd

Privacy Policy

Version 1.0 — Effective Date: 1 April 2026 — Last Reviewed: 1 April 2026

Data Controller	Quantara Markets Ltd
Registration Number	2026-00074 (Saint Lucia International Business Companies Register)
Registered Address	Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia
Privacy Contact	privacy@quantaramarkets.com
Data Protection Officer	Not appointed (not required under current regulatory obligations). Privacy queries directed to the Chief Operating Officer.

1. Introduction and Scope

Quantara Markets Ltd ("Quantara", "we", "us", or "our") is an online Forex and CFDs brokerage incorporated in Saint Lucia. We are committed to protecting the personal data of our clients, prospective clients, agents and website visitors and to handling that data in a transparent, lawful and responsible manner.

This Privacy Policy explains what personal data we collect, why we collect it, how we use and protect it, and what rights you have in relation to it. It applies to all personal data collected through our website, trading platform, onboarding process and any other interactions with Quantara Markets Ltd.

By opening an account or using our services, you acknowledge that you have read and understood this Privacy Policy.

2. Personal Data We Collect

2.1 Identity and Contact Data

- Full legal name and any former names
- Date of birth and place of birth
- Nationality and country of residence
- Residential address and proof of address
- Email address and telephone number
- Government-issued identification documents (passport, national ID card)

2.2 Financial and Account Data

- Source of funds and source of wealth information
- Employment status and occupation
- Bank account details for payment processing
- Trading account activity, positions, deposits and withdrawals
- Account balance and transaction history

2.3 Verification and Compliance Data

- Biometric data collected during liveness checks and document verification via Sumsb (facial comparison data used solely for identity verification and not retained for other purposes)
- Sanctions, PEP and adverse media screening results

- Risk rating and KYC/AML assessment records
- Internal compliance notes and investigation records where applicable

2.4 Technical and Usage Data

- IP address, device type, browser type and operating system
- Login times, session duration and platform usage data
- Cookies and similar tracking technologies (see Section 10)

2.5 Communications Data

- Records of emails, chat messages and other correspondence with Quantara
- Records of telephone calls where applicable

We do not collect or process special categories of sensitive personal data (such as health data, racial or ethnic origin, or political opinions) except where strictly required by law.

3. Legal Basis for Processing

We process your personal data on the following legal bases under applicable data protection law including the UK GDPR, EU GDPR (Regulation (EU) 2016/679) and equivalent legislation in the jurisdictions from which our clients access our services:

Legal Basis	Article Reference	Examples of Processing
Performance of a contract	Art. 6(1)(b) GDPR	Opening and managing your trading account; processing deposits and withdrawals; executing trades.
Legal obligation	Art. 6(1)(c) GDPR	AML/KYC verification; sanctions screening; record retention; SAR/STR reporting; responding to regulatory requests.
Legitimate interests	Art. 6(1)(f) GDPR	Fraud prevention; security monitoring; improving our services; communicating important operational updates; managing agent relationships.
Consent	Art. 6(1)(a) GDPR	Marketing communications (where opted in); use of non-essential cookies.
Vital interests / legal claims	Art. 6(1)(d)/(e) GDPR	Where processing is necessary to protect vital interests or for the establishment, exercise or defence of legal claims.

4. How We Use Your Personal Data

We use your personal data for the following purposes:

- **Account opening and onboarding:** To verify your identity, assess your eligibility, conduct AML/KYC checks, and activate your trading account.
- **Service delivery:** To operate your trading account, process transactions, provide customer support, and deliver account statements and notifications.
- **Compliance and legal obligations:** To comply with AML/CTF legislation, sanctions laws, tax reporting requirements, and regulatory obligations applicable to Quantara.
- **Risk management and fraud prevention:** To monitor accounts for suspicious activity, detect fraud, prevent unauthorised access, and manage financial crime risk.
- **Ongoing monitoring:** To conduct periodic KYC refresh, re-screening against sanctions and PEP databases, and transaction monitoring as required by our AML framework.
- **Communications:** To send you important account notifications, policy updates, and, where you have consented, marketing communications.

- **Legal claims:** To establish, exercise or defend legal claims involving Quantara.
- **Business improvement:** To analyse usage data to improve our platform, services and compliance processes.

5. Data Sharing and Third Parties

We do not sell your personal data to third parties. We may share your data with the following categories of recipients, only to the extent necessary and with appropriate safeguards in place:

Recipient	Purpose and Basis
Sumsub (Cyprus)	Identity verification, liveness checks, sanctions and PEP screening. Processed under data processing agreement. Data retained in accordance with Sumsub's data protection policies and our instructions.
Payment processors and banking partners	Processing client deposits and withdrawals. Shared only as necessary to execute payment instructions.
Regulatory and law enforcement authorities	Where required by law, including SAR/STR filings, responses to court orders, subpoenas, or regulatory investigations. No client notification where legally prohibited (tipping-off).
Professional advisers	Legal, audit and compliance advisers acting under strict confidentiality obligations.
Introducing agents and brokers	Shared only to the extent necessary to manage the referral relationship. Agents do not receive client financial data or trading records.
Potential acquirers	In the event of a merger, acquisition or sale of Quantara, personal data may be transferred as part of that transaction, subject to equivalent data protection commitments.

6. International Data Transfers

Quantara Markets Ltd is incorporated in Saint Lucia. By accessing our services you acknowledge that your personal data may be transferred to and processed in Saint Lucia and other jurisdictions outside your country of residence, including the country where our technology providers operate (e.g. Sumsub, Cyprus).

Where we transfer personal data of individuals located in the European Economic Area (EEA) or United Kingdom to countries not deemed to provide adequate protection, we implement appropriate safeguards including Standard Contractual Clauses (SCCs) approved by the European Commission and/or the UK International Data Transfer Agreement (IDTA), or other lawful transfer mechanisms.

You may request details of the safeguards in place for international transfers by contacting privacy@quantaramarkets.com.

7. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including compliance with legal and regulatory retention requirements. Our standard retention periods are as follows:

Data Category	Retention Period	Basis
Identity and KYC documents	5 years from end of relationship	AML legal obligation
Transaction records	5 years from transaction date	AML / regulatory obligation
SAR/STR investigation files	5 years from report date	AML legal obligation
Screening results and match decisions	5 years from screening date	AML legal obligation

Account and trading records	5 years from account closure	Contractual and regulatory
Biometric verification data (Sumsb)	As per Sumsb data processing agreement — typically deleted after verification is complete	Consent / contract
Marketing consent records	3 years from last interaction or until withdrawn	Consent records obligation
Website usage/cookie data	As per cookie settings — session or up to 12 months	Consent / legitimate interest

Where a legal hold, regulatory investigation or legal claim is active, data will be retained beyond the standard period until the matter is resolved.

8. Your Rights

Depending on your location and applicable law, you may have the following rights in relation to your personal data:

Right	Description
Right of access	You may request a copy of the personal data we hold about you and information about how it is used.
Right to rectification	You may request correction of inaccurate or incomplete personal data.
Right to erasure	You may request deletion of your personal data where it is no longer necessary for the purposes for which it was collected, subject to our legal retention obligations (which may override this right in whole or in part).
Right to restriction	You may request that we restrict processing of your data in certain circumstances, for example while the accuracy of data is disputed.
Right to data portability	You may request a copy of personal data you have provided to us in a structured, commonly used, machine-readable format.
Right to object	You may object to processing based on legitimate interests, including for direct marketing purposes.
Right to withdraw consent	Where processing is based on consent, you may withdraw consent at any time. Withdrawal does not affect the lawfulness of processing before withdrawal.
Right to lodge a complaint	You have the right to lodge a complaint with a data protection supervisory authority in your jurisdiction.

Please note that some rights are subject to limitations. For example, we may be unable to erase data we are required to retain by law (such as AML records), and we may be unable to confirm whether a SAR has been filed due to the tipping-off prohibition.

To exercise your rights, please contact: privacy@quantaramarkets.com. We will respond within 30 days. Complex requests may take up to 90 days with prior notification.

9. Data Security

Quantara Markets Ltd implements appropriate technical and organisational measures to protect your personal data against unauthorised access, accidental loss, destruction or disclosure. These measures include:

- Encryption of personal data in transit and at rest
- Access controls limiting data access to authorised personnel on a need-to-know basis
- Use of Sumsb's ISO 27001-certified infrastructure for identity verification and screening data
- Regular review of security procedures and access permissions

- Staff training on data protection and information security obligations

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify you and/or the relevant supervisory authority as required by applicable law, without undue delay.

10. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies. Cookies are small text files stored on your device that help us operate and improve our website.

Cookie Type	Purpose	Basis
Strictly necessary	Essential for the website and trading platform to function. Cannot be disabled.	Legitimate interest / contract
Functional	Remember your preferences and settings (e.g. language, login state).	Consent
Analytics	Understand how visitors use our website to improve performance. Data anonymised where possible.	Consent
Marketing	Track visits for targeted advertising and campaign measurement. Only used with your explicit consent.	Consent

You can manage your cookie preferences via the cookie banner on our website or by adjusting your browser settings. Disabling certain cookies may affect the functionality of our website and platform.

11. Children's Privacy

Our services are not directed at individuals under the age of 18. We do not knowingly collect personal data from minors. In accordance with our onboarding procedures, all clients must confirm they are 18 years of age or older. If we become aware that we have inadvertently collected personal data from a minor, we will delete it promptly.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, regulatory requirements or applicable law. We will notify you of material changes by email or through a prominent notice on our website. The effective date at the top of this document indicates when the policy was last updated. Your continued use of our services after notification of changes constitutes acceptance of the updated policy.

13. How to Contact Us

If you have any questions about this Privacy Policy or wish to exercise your data protection rights, please contact us:

Privacy Enquiries	privacy@quantaramarkets.com
Privacy Officer	Chief Operating Officer
Registered Address	Quantara Markets Ltd, Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia