



**PRIVACY POLICY**  
**Fortis Market Ltd.**

# PRIVACY POLICY

## 1. Commitment to Privacy

At Fortis Market, we acknowledge the importance of privacy and are dedicated to protecting your personal information. We understand the need for security and transparency in handling the data you provide to us or that we collect from visitors to our website, ensuring full compliance with applicable privacy laws.

This Privacy Policy outlines how we collect, store, process, use, and disclose your personal information. It also details your rights regarding the data we hold and how you can exercise those rights.

## 2. Client Consent

By providing Fortis Market with your personal information through any of our platforms, including our websites, application forms, or via telephone, you expressly consent to the collection, use, disclosure, and transfer of your information as outlined in this Privacy Policy.

Additionally, by accessing and using our website, you acknowledge and agree to our use of cookies in accordance with the terms set forth in this policy.

If you submit an application to open a trading account with us, whether through a written, electronic, verbal, or any other format, such submission will be considered as your explicit consent for the use and, where necessary, disclosure of your personal information.

Your continued use of our online services or provision of personal data signifies your acceptance of this Privacy Policy and its terms.

## 3. Information We Collect About Clients

As part of our commitment to regulatory compliance and to provide you with our financial products and services, Fortis Market is required to collect specific personal information. This may include, but is not limited to:

- Personal Identification Details - Full name, date of birth, gender, and contact information (e.g., email, phone number, and residential address).
- Financial Information - Income, assets, liabilities, bank account details, trading history, financial statements, and credit reporting information.
- Employment and Professional Details - Occupation, employer details, and relevant financial experience.
- Transaction and Trading Data - Records of transactions, account activity, and statements.
- Location and Device Data - Information such as IP address, geographic location, and device identifiers when accessing our services online.
- Other Identifiable Information - Any additional data necessary to verify your identity or comply with legal and regulatory requirements.

This information is gathered to ensure compliance with applicable financial regulations, enhance security measures, and provide you with personalized and efficient services.

## 4. How We Collect Client 's Information

At Fortis Market, we collect personal information through various channels to ensure compliance with regulatory obligations and to provide seamless services.

The information we gather may come from the following sources:

- Directly from You - We obtain most of the data directly from you via application forms, telephone conversations, and other interactions related to account setup and customer support.
- Customer Service Records - Information may also be collected through ongoing communication, including transaction history and service interactions.
- Identity Verification and Compliance Checks - We may retrieve information from third-party sources to conduct identity verification, fraud prevention, or regulatory compliance checks.
- Website and Digital Interactions - When you visit our website or use our applications, we may collect data through tracking technologies such as cookies to enhance your user experience and improve our services.
- Market Research and Voluntary Submissions - At times, we may request additional information through surveys, special offers, or market research to gain insights into client preferences and enhance service offerings.

## 5. Communication Records

We may record all interactions with you, including electronic communications, telephone conversations, in-person discussions, or other correspondences. These recordings serve as official records of communication and remain the sole property of Fortis Market. Please note that telephone calls may be recorded without prior notice or an audible warning tone.

## 6. Failure to Provide Information

If you choose not to provide the requested information, we may be unable to offer specific products or services, process your transactions, or open a trading account on your behalf.

## 7. How We Use and Disclose Client 's Information

At Fortis Market, we process your personal information in compliance with applicable privacy laws and regulatory requirements. The information you provide is primarily used to assess your application, verify your identity, and conduct necessary screening checks in accordance with anti-money laundering (AML) regulations and other legal obligations. Additionally, we use this information to establish and manage your trading account, review your financial needs, enhance customer service, and keep you informed about relevant trading opportunities and updates. In some cases, we may also use your data for business planning, product development, and research purposes.

In certain situations, we may be required to disclose your personal information to relevant authorities, regulators, or third parties. This may include sharing data with government agencies as mandated by law, individuals authorized by you (such as financial advisors), introducing brokers or referrers to facilitate necessary transactions, and third-party service providers who support our business operations. These service providers may assist in areas such as IT, regulatory compliance, legal advisory, software development, auditing, and market research.

By using our services, you acknowledge that your personal information may be transferred to jurisdictions outside Saint Vincent and the Grenadines. While we take reasonable measures to ensure compliance with privacy laws, you recognize that some jurisdictions may not provide the same level of data protection, and enforcing privacy obligations against overseas recipients may be limited. Fortis Market cannot be held responsible for breaches of privacy laws by foreign entities.

Providing your personal information is voluntary, but if you choose not to disclose certain details, we may be unable to open or maintain your trading account, process your transactions, or provide the requested services. By continuing to use our services and submitting your information, you confirm your acceptance of this Privacy Policy, including the outlined uses and disclosures of your data.

## 8. Security and Storage of Client 's Information

At Fortis Market, we take the protection of your personal information seriously and implement strict measures to safeguard it from unauthorized access, misuse, loss, or disclosure. We store your data securely in both electronic and physical formats, utilizing access-controlled environments and robust security standards to ensure confidentiality and integrity. Our security measures include restricted access to premises, electronic databases secured with login credentials, and encryption technologies.

While we strive to protect your data, it is important to note that no internet transmission is completely secure. Any data you transmit to our online services is done at your own risk. To mitigate these risks, we employ Transport Layer Security (TLS) encryption to protect sensitive information during transmission, preventing unauthorized interception. Additionally, we use firewalls, authentication mechanisms (such as passwords and personal identification numbers), and strict access controls to enhance system security. Once we receive your information, we take reasonable steps to prevent unauthorized access, modification, or disclosure by maintaining stringent security protocols.

We utilize a combination of secure computer storage facilities, paper-based files, and digital records to protect the information we hold. However, electronic communications via non-secure web platforms may not always be secure, virus-free, or reliably delivered. If you choose to communicate with us through non-secure platforms, you acknowledge the potential risks of data interception, delays, corruption, or unauthorized access by unintended recipients.

You also play a crucial role in maintaining the security of your personal information. Your username and password associated with our website are unique to you and should not be shared with others. If you suspect that your credentials have been compromised, you should cease using them immediately and notify us to prevent unauthorized access to your account.

## 9. Accessing Client 's Personal Information

You have the right to request a copy of the personal information that Fortis Market holds about you. Additionally, you may request corrections to any inaccuracies or object to the use of your personal data for promotional purposes.

To initiate this request, please contact us using the details provided in the "How to Contact Us" section below. While we do not charge a fee for correcting your personal information, reasonable costs may be incurred for retrieving and providing access to such data, where permitted by applicable laws.

If we decline your request to amend your personal information, you have the right to request that a statement be attached to your records, indicating that you dispute the accuracy of the information.

## 10. Updating Client 's Information

If any of the personal details you have provided to Fortis Market change, such as your email address, contact information, or any other relevant details, please inform us as soon as possible. Additionally, if you wish to withdraw or modify any request you have previously made, you can do so by reaching out to us using the contact details below.

## 11. Restrictions on Sensitive Information

If Fortis Market collects Taxpayer Identification Numbers (TINs) or any other sensitive information, such data will be used and disclosed strictly for the purposes for which it was provided. We will not use or share such information for any other reason unless explicit consent is given by you, or if its use or disclosure is permitted or required by law.

## 12. Changes to This Privacy Policy

If we make any modifications to this Privacy Policy, we will update the changes on our website and may also provide notifications through other means, such as email communications or website notices. This ensures that you remain informed about any updates regarding how we collect, use, or process your personal information.

Changes will become effective immediately upon being posted on our website or upon direct notification, whichever occurs first. Your continued use of our services following any policy updates will constitute your acceptance of the revised terms.

## 13. Hyperlinks

Our website may contain hyperlinks that redirect to external sites, and other websites may include links directing users to our platform. These third-party sites operate under their own privacy policies, which may differ from ours. The Fortis Market Privacy Policy applies exclusively to our company and governs only the data we collect and process.

We do not control the privacy practices, security measures, or data usage of third-party websites. If you choose to navigate to an external site through a hyperlink, you may be required to provide personal or registration details. It is important to recognize that this data is being shared with a third party, and we encourage you to review their privacy policies before disclosing any personal information.

## 14. Cookies

At Fortis Market, we use cookies to monitor website usage, analyze user behavior, and compile aggregate data to enhance your browsing experience. These small data files allow us to track visitors and gain insights into how users engage with our platform, helping us improve service efficiency and website functionality.

Cookies enable us to determine which advertisements and promotions attract users to our website. Both Fortis Market and our affiliated entities may utilize cookies to assess marketing effectiveness and enhance the relevance and quality of content on our platform. By using our website, you consent to our use of cookies in accordance with this Privacy Policy.

## 15. Promotional Communications

We may use your personal information to inform you about products, services, and exclusive offers that we believe may be relevant to your interests. However, if you prefer not to receive such communications, you have the right to opt out at any time.

Fortis Market does not share your personal data with non-affiliated third parties for promotional purposes.

If you wish to stop receiving these updates, you can opt out by emailing us at: [info@fortismarket.com](mailto:info@fortismarket.com).

## 16. Concerns About Privacy

If you have any concerns regarding a potential or actual breach of your privacy, please contact our Privacy Officer in writing via email or post at our registered address. We will make every effort to resolve your complaint internally within 45 days from the date of receipt.

If you are not satisfied with our response or wish to escalate your complaint through our dispute resolution process, you may contact our Complaints Officer using the details provided above. For additional contact options, please refer to the "Contact Us" page on our website.

## 17. How to Contact Us

For more information about how we handle your personal data, or if you need to update your contact details, you can reach us through the following:

Email: [info@fortismarket.com](mailto:info@fortismarket.com)

Registered Address:

FORTIS MARKET

3/2-22 Blvd. 8th September,  
Skopje, Karposh, Karposh - North Macedonia

Tax Number: 4057024572540

You may also visit the "Contact Us" page on our website to find our business addresses, international toll-free numbers, and a designated contact number for clients from various countries.