



Privacy Policy

This Privacy Policy covers the website www.dineromarkets.com and all related sub-domains registered and operated by Dinero Markets, incorporated in Mauritius and regulated under the Mauritius Data Protection Act 2017 (DPA 2017).

This Policy explains how Dinero Markets ("we," "our," "us") collects, uses, maintains, and discloses the personal information of clients, prospective clients, and visitors ("you," "your").

Your privacy is important to us. We are committed to protecting the confidentiality of your information and respecting your privacy at all times. This Policy is reviewed regularly to ensure it remains accurate, updated, and aligned with legal, technological, and operational requirements.

Data We Collect

We collect personal information when you use our website or apply to open an account. This may include:

- Name, address, email, phone number, and date of birth
- Bank and financial details
- Identification documents (passport, driver's license) and photos

We May Also Collect

In addition to the information listed above, we may also collect the following:

- Feedback, survey responses, promotions, or competition entries
- Technical data when visiting our website (IP address, browser information, plugins, OS, login data)
- Data from third parties such as payment processors, analytics providers, technical partners, and social media platforms

Examples of Third-Party Data

Examples of third-party data include:

- Clickstream data (pages visited, products viewed, interactions)
- Contact information provided by brokers, partners, or referrals
- Public social profile data (name, birthday, location, etc.)

We may also use cookies to enhance your browsing experience.

How We Use Your Information

We process your personal information to:

- Fulfill legal and regulatory obligations
- Provide and improve our services
- Deliver customer support
- Send marketing information and trading updates

Your Rights

You have the right to:

- Request a copy of your data
- Correct inaccurate or outdated information
- Request deletion or restriction of your data
- Withdraw your consent to processing
- Request data portability (where applicable)
- Lodge a complaint with the Mauritius Data Protection Office (DPO) if you believe your rights are being infringed

You may exercise these rights by contacting us at support@dineromarkets.com

Data Security

We take appropriate technical and organizational measures to protect your data, including:

- Restricted access to operational environments
- Encrypted financial transaction data (SSL/TLS)
- Firewalls and intrusion detection systems
- Staff training on data protection practices
- Identity verification for secure account access

Please note that we cannot guarantee the security of information shared in public forums or social media.

Data Retention

We retain client records, including personal information, trading history, and communications, for at least three (3) years after the business relationship ends, as required by law. Data will be securely deleted when no longer required.

We may share your information with trusted partners (such as brokers, payment institutions, or regulators) where legally permitted. Your data may be processed inside or outside Mauritius in compliance with the Mauritius Data Protection Act 2017 and, where applicable, international standards such as the GDPR.

Policy Updates

We may update this Privacy Policy from time to time. Significant changes will be posted on our website with the updated effective date. Continued use of our services constitutes acceptance of the updated Policy.

Enquiries

If you have questions regarding this Privacy Policy, please contact us at:

support@dineromarkets.com

Dinero Markets, 6th Floor, Ken Lee Building, 20 Edith Cavell Street, Port-Louis 11302, Mauritius