

PRIVACY POLICY

COUNTWICE LTD (the “Company”) applies strict standards when protecting client’s personal data and only collects information necessary to establish and maintain a business relationship, in line with applicable legal requirements.

The Company, acting under its capacity as a “controller” collects personal details such as name, date of birth, address, ID information, and contact details (residential address and, email address and phone number) during registration.

This data is used to verify identity, provide access to user’s account, deliver services, and communicate about products and updates. It also gathers technical and usage data (e.g., IP address, browsing activity) to improve its services.

Clients may be asked to update their information during their relationship with the Company, and they can request changes at any time. The Company will update or delete data as instructed, unless it must retain it for legal, regulatory, or business record purposes.

Personal data may be shared with trusted third parties (such as banks, auditors, service providers, or affiliated companies) only when necessary for service provision, legal compliance, or identity verification. Data may also be disclosed to authorities if required by law or to prevent harm.

The Company uses cookies to ensure proper website functionality and improve user experience. Some cookies may track user preferences and behavior. Cookies are small data files, often containing a unique identifier, that are stored on a user’s computer when they access the Company’s website. The Company uses these cookies to ensure the website functions properly and is maintained effectively. There are two types of cookies used: session cookies and persistent cookies. Session cookies are temporary and are deleted once the user closes their browser. Persistent cookies remain on the user’s device for a longer period and help the Company understand user preferences, such as location and interests, in order to improve the overall browsing experience. In some cases, third-party service providers who support the Company’s website may also place and use their own cookies.

While the Company applies advanced security measures to protect data, it cannot guarantee complete protection against all risks, such as unauthorized access or technical failures. As a result, the Company cannot fully guarantee that its services will be free from issues such as unauthorized access, system failures, illegal interception, or other security risks. It also cannot ensure that communications made through its website or platforms will always remain completely private.

The policy does not cover external websites linked from the Company’s site, and the Company is not responsible for how those sites handle personal data.

By registering, Clients agree to this Privacy Policy and consent to the collection and use of their data. The Company may update the policy at any time, and Clients are encouraged to review it regularly.

In the event that a Client wishes to contact the Company in relation to this Privacy Policy and request information about the use of its data, Client can send an email to:
legal@369markets.com