COLD FOREX

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Privacy Policy

coldforex.com

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Contents

Article 1	Scope	Article 8	Data security
Article 2	Personal data we collect	Article 9	Retention
Article 3	How we use your data	Article 10	Your rights
Article 4	Sign in with Google	Article 11	Cookies and local storage
Article 5	Legal basis	Article 12	Children
Article 6	Disclosure of data	Article 13	Changes to this Policy
Article 7	International transfers	Article 14	Contact

ARTICLE 1

Scope

1.1 This Privacy Policy explains how Cold Forex (the "Company", "we", "us") collects, uses, stores and protects the personal data of visitors and clients (the "Client", "you") of the Cold Forex website, web terminal and mobile application (the "Platform"). It forms part of the Service

Agreement. By using the Platform you consent to the processing of your personal data as described in this Policy.

ARTICLE 2

Personal data we collect

2.1 Identification and contact data: full name, email address, phone number, country of residence, date of birth and residential address.

2.2 Verification data: copies of identity documents, proof of address and any photograph submitted for identity verification.

2.3 Financial and account data: account balances, deposits, withdrawals, payment method details you provide (such as the account holder name and wallet or account number used for a withdrawal) and payment receipts you upload.

2.4 Trading data: every trade, order and position opened through your Account, including its time, instrument, amount, direction and result.

2.5 Technical data: IP address and the country derived from it, device type, browser, operating system, time zone, login times and security events. The IP address and country are recorded with each Live Account trade for fraud prevention.

2.6 Communications: messages you send to support and the emails we send to you.

2.7 Visitors who open an instant Demo Account without registration are given a system-generated account. No contact details are requested from them, and no emails are sent to such accounts.

ARTICLE 3

How we use your data

3.1 to open, operate and secure your Account and to execute and settle your trades;

3.2 to process deposits, withdrawals, bonuses, funded account payouts and partner commissions;

3.3 to verify your identity and age and to meet anti-money laundering and counter-terrorist financing obligations;

3.4 to detect and prevent fraud, abuse, multiple accounts and prohibited trading practices;

3.5 to send you service emails such as verification codes, security alerts, payment confirmations and trade or account notices;

3.6 to answer your requests and complaints and to resolve disputes;

3.7 to maintain and improve the Platform and to comply with legal obligations and lawful requests from authorities.

3.8 The Company does not sell your personal data and does not use it for third-party advertising.

ARTICLE 4

Sign in with Google

4.1 If you choose to create your Account or log in with your Google account, Google shares with us, with your permission on Google's consent screen, only your name, your email address and confirmation that it is verified, and a Google account identifier. We do not receive your Google password and we do not access your Gmail, contacts, files, calendar or any other Google data.

(a) We use this information only to create your Account, to sign you in and to send you service emails about your Account.

(b) We do not sell Google user data, do not share it with third parties except the service providers described in this Policy that help us run the Platform, and do not use it for advertising.

(c) The Google account identifier is stored with your Account so that you can sign in again with Google. It is deleted together with your Account.

(d) You can remove the Platform's access at any time in your Google account settings. This does not delete your Account, which you can delete from your profile.

4.2 Our use of information received from Google complies with the Google API Services User Data Policy, including its Limited Use requirements.

ARTICLE 5

Legal basis

5.1 We process your personal data because it is necessary to perform the Service Agreement with you, to comply with our legal obligations, to pursue our legitimate interests in operating a safe and secure Platform and preventing fraud, and, where required, on the basis of your consent.

ARTICLE 6

Disclosure of data

6.1 Your personal data is accessible only to authorised Company personnel who need it to perform their duties. Identity documents are accessible only to staff responsible for verification and compliance.

6.2 The Company may share personal data with carefully selected service providers that support the operation of the Platform, such as hosting, data storage, email delivery and payment processing, strictly to the extent needed for that purpose and under obligations of confidentiality. We may also disclose personal data where required by law, by a court order or by a competent authority, or where necessary to protect the rights, property or safety of the Company, its clients or others.

ARTICLE 7

International transfers

7.1 Because the Platform is offered online, your personal data may be stored and processed in countries other than your country of residence. Where this happens, the Company takes reasonable steps to ensure that your data receives an adequate level of protection.

ARTICLE 8

Data security

8.1 The Company applies technical and organisational measures appropriate to the risk, including encrypted connections, encryption of identity documents at rest, hashed passwords, email verification codes for sensitive actions and restricted internal access. No method of transmission or storage is completely secure, and the Company cannot guarantee absolute security. You are responsible for keeping your password and verification codes confidential.

ARTICLE 9

Retention

9.1 We keep your personal data for as long as your Account is open. When you delete your Account, your personal data is erased or anonymised, except for records that the Company must keep to meet legal, accounting, anti-money laundering or dispute resolution obligations, which are kept only for as long as those obligations require. Instant Demo Accounts are deleted automatically once their session has ended.

ARTICLE 10

Your rights

10.1 Subject to applicable law, you may request access to your personal data, correction of inaccurate data, erasure of your data, restriction of or objection to its processing, and a copy of your data in a portable format. You may update most of your details in your profile and delete your Account from your profile settings. Certain details may be locked after identity verification, and changes to them require a request to support. Other requests may be sent to the contact address below. We may ask you to confirm your identity before acting on a request.

ARTICLE 11

Cookies and local storage

11.1 The Platform uses a strictly necessary cookie to keep you signed in and to protect your session, and a short-lived security cookie while you sign in with Google. Your display preferences, such as theme, chart layout and selected account, are saved in your browser's local storage. The

Platform does not use advertising or third-party tracking cookies. Blocking the sign-in cookie will prevent you from using your Account.

ARTICLE 12

Children

12.1 The Platform is not intended for persons under 18 years of age. The Company does not knowingly collect personal data from minors and will delete any such data it becomes aware of, together with the related Account.

ARTICLE 13

Changes to this Policy

13.1 The Company may update this Policy at any time. The updated version will be published on the Platform with a new "Last updated" date and takes effect on publication.

ARTICLE 14

Contact

14.1 Questions and requests relating to this Policy may be sent to support@coldforex.com.

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Questions: support@coldforex.com · coldforex.com