



CEM-Markets

CEM Markets

[Privacy Policy](#)

At CEM Markets, safeguarding the privacy and security of our valued clients is one of our highest priorities. This privacy policy outlines how we collect, use, and protect your personal data. Please read it carefully to understand our practices regarding your information.

Key Points:

- **Periodic Updates:** This privacy policy may be updated periodically. We encourage you to visit this page regularly to stay informed about any changes.
- **Current Privacy Notice:** Your personal information is governed by the most recent version of our privacy policy. If significant changes are made, we will notify our clients promptly.
- **Employee and Third-Party Handling:** If you are an employee or third-party service provider working with CEM Markets, your personal data, business policies, and contracts are handled according to our established procedures. Clear communication is a fundamental part of our operations.

- **Contextual References:** Terms like "our," "us," "we," or "CEM Markets" refer to the relevant company within the CEM Markets group.
-

About Us

At CEM Markets, protecting the privacy and security of our clients is a cornerstone of our business. This policy explains how we handle personal data, including its collection, usage, and storage.

Information We Collect and Store:

To conduct our business effectively, we collect the following personal data:

- **Personal Information:** Name, contact details, and other identifying information.
 - **Financial Information:** Income, assets, liabilities, account balances, tax details, and financial statements.
 - **Employment Information:** Job status and employment history.
 - **Geographical Information:** Location and relevant regional data.
 - **Trading Data:** Risk tolerance, trading history, and experience.
 - **Device and IP Information:** IP addresses, device details, browsing activity, and trading patterns.
 - **Payment Information:** Bank account details, credit cards, and e-wallets.
 - **Site and App Interaction Data:** Traffic logs, site interactions, and communication history.
-

Cookies and Data Collection:

We use cookies to enhance your experience on our website. Cookies are small text files stored on your device that allow us to personalise your settings and remember your preferences. For more details, please refer to our "Cookie Policy."

Business Transaction Records:

We maintain records of your transactions with CEM Markets, which may include:

- Products and services you have engaged with.
- Historical investment and transaction data.
- Preferences for products and services.

For institutional clients, additional data may include company information, shareholder details, and other necessary regulatory information.

Data Acquisition Sources:

We collect data from various sources, including:

- Usage of our services.
- Interactions with our website or app.
- Account registrations, webinar participation, and communication records.
- Third-party sources such as brokers, affiliates, and social media platforms.

Communication Records:

We may record communications, including electronic and phone-based interactions, related to our services. These recordings serve as evidence of communications between you and CEM Markets . For security purposes, our premises may also be monitored by CCTV.

Sharing of Personal Data:

Your personal data may be shared with:

- CEM Markets group companies.
- Third-party service providers (e.g., technology providers, marketing partners, payment processors).
- Auditors, consultants, contractors, and legal advisors.
- Regulatory and law enforcement authorities.
- Other third parties as necessary to enforce agreements or when authorised by you.

We ensure that third parties only receive the necessary personal data to fulfil their obligations and adhere to strict privacy requirements.

Investor Rights and Complaints

Your Rights:

As a client, you have the following rights regarding your personal data:

- **Access:** Request access to the personal data we hold about you.
- **Correction:** Request corrections if your personal data is inaccurate or incomplete.
- **Deletion:** Request the deletion of your personal data, subject to legal obligations.
- **Opt-Out of Marketing:** Object to the use of your data for marketing purposes.

- **Restriction of Processing:** Request limitations on how we process your personal data.
 - **Data Transfer:** Request the transfer of your data to another party.
 - **Withdraw Consent:** Withdraw consent for data processing at any time if processing is based on your consent.
-

Complaints and Requests:

We are committed to responding to your inquiries promptly:

- **Timely Responses:** We aim to respond to all requests within one month.
 - **Complex Requests:** For complex or large requests, we will inform you of the expected timeframe for resolution.
 - **Fees for Excessive Requests:** A fee may be charged for repetitive, excessive, or unfounded requests, and we will notify you in advance.
 - **Refusal to Comply:** Requests may be declined in exceptional circumstances, as permitted by law.
-

At CEM Markets , your privacy is taken seriously. We handle your data transparently and in compliance with all relevant legal requirements.

If you have questions or need further clarification, please contact us at support@cem-markets.io