



## Privacy Policy

This Privacy Policy explains how Hola Prime Ltd ("we", "us", "our", "ours") collects, uses, stores, and safeguards your personal information in accordance with applicable privacy and data protection laws. It also outlines your rights and how you can exercise them.

By accessing our website, opening an account, or using our trading services, you agree to the practices described in this policy.

---

### Who We Are

Hola Prime Markets is a Forex and Contracts for Difference (CFD) broker, headquartered at C/o Renark Management Solutions Ltd, 4th Floor, Docks 4, The Docks, Caudan, Port Louis, Mauritius

We provide access to global financial markets, offering clients secure, transparent, and efficient trading solutions. Protecting your privacy is a core part of our commitment to you.

---

### Our Commitment to Privacy

We take data privacy seriously and have implemented strict security, technical, and organizational measures to ensure your information is handled lawfully, transparently, and securely.

---

### Information We Collect

#### 1. Information You Provide

When you open an account, execute transactions, or contact us, we collect:

- **Identification & Contact Details:** Name, address, phone number, email, date of birth, nationality, and other KYC (Know Your Customer) information.
- **Financial Information:** Bank account details, payment card details, transaction history, trading account balances.



- **Verification Documents:** Passport, ID card, proof of address, and other regulatory documentation.
- **Communication Records:** Emails, chat transcripts, call recordings, and customer support inquiries.

## 2. Information Collected Automatically

When you use our website or trading platforms, we automatically collect:

- **Device Data:** IP address, browser type, operating system, device identifiers.
- **Usage Data:** Login times, platform interactions, executed trades, leveraged positions, and account preferences.
- **Trading Activity Data:** Instruments traded, trade sizes, timestamps, and performance metrics.

## 3. Information from Third Parties

We may receive additional data from:

- **Credit Reference Agencies** (for verification and fraud prevention)
- **Payment Service Providers & Banks**
- **Trading Platform Providers** (MT4/MT5)
- **Marketing & Analytics Partners**

---

## Cookies & Tracking Technologies

We use cookies and similar tools on our website to:

- Improve site functionality and enhance your browsing experience.
- Monitor website traffic and understand how visitors use our site.
- Deliver personalized advertisements and marketing content.



You can control or adjust your cookie settings through your browser preferences. For more information, please review our [Cookie Policy](#).

---

## How We Use Your Information

- **Account Setup & Management:** Verify your identity, open and maintain your trading account.
- **Transaction Processing:** Execute deposits, withdrawals, and trades securely.
- **Service Improvement:** Analyze platform performance and user behavior to enhance our offerings.
- **Regulatory Compliance:** Fulfill obligations under financial regulations, including AML/CTF requirements.
- **Marketing & Communication:** Send service updates, market news, and promotional offers (with your consent).
- **Security & Fraud Prevention:** Detect suspicious activity, prevent unauthorized access, and safeguard accounts.

---

## Sharing Your Information

We may share data with:

- **Trading Platform Providers** to deliver market access and execution.
- **Regulated Financial Institutions & Payment Processors** to handle transactions.
- **IT & Cloud Service Providers** to maintain system operations.
- **Regulatory and Legal Authorities** when required by law.
- **Business Partners** in the case of mergers or acquisitions.



All third parties are contractually required to handle your data securely and in compliance with applicable laws.

---

## Cross-Border Data Transfers

Your personal data may be stored or processed outside your country of residence. We take steps to ensure any such transfers meet legal requirements and maintain the same level of protection.

---

## Data Security

We apply encryption, firewalls, multi-factor authentication, and secure storage protocols to protect your data. While we take all reasonable measures, no system guarantees absolute security.

---

## Data Retention

We retain your personal information only as long as necessary for:

- Providing our services
  - Complying with legal and regulatory obligations
  - Resolving disputes and enforcing agreements
- 

## Your Rights

- **Right to Access:** You have the right to request details of the personal data we hold about you.
- **Right to Rectification:** You can request corrections to any inaccurate or incomplete personal data.
- **Right to Erasure:** You may request that we delete your personal data, subject to applicable legal requirements.
- **Right to Object:** You can object to the processing of your personal data in certain situations.



- **Right to Restriction:** You have the right to request limited processing of your personal data under specific conditions.
- **Right to Data Portability:** You can request that your personal data be transferred to another service provider.
- **Right to Withdraw Consent:** If we process your data based on your consent, you can withdraw that consent at any time.
- **Right to lodge a Complaint:** If you believe we are mishandling your personal data, you have the right to file a complaint with the appropriate supervisory authority. Our headquarters are located at C/o Renark Management Solutions Ltd, 4th Floor, Docks 4, The Docks, Caudan, Port Louis, Mauritius

To exercise these rights, contact us at **[contactus@holaprimemarkets.com](mailto:contactus@holaprimemarkets.com)**

---

## Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted on our website, and your continued use of our services constitutes acceptance of those changes.

---

## Contact Us

If you have questions about this Privacy Policy or how your information is handled, contact us: **[contactus@holaprimemarkets.com](mailto:contactus@holaprimemarkets.com)**

C/o Renark Management Solutions Ltd, 4th Floor, Docks 4, The Docks, Caudan, Port Louis, Mauritius

---

## Consent

By using the Platform or providing your information, you acknowledge and agree that we may collect, store, process, transfer, use, and share your personal information (including sensitive personal data, as defined by applicable law) with third parties or service providers for the purposes outlined in this Privacy Policy.