

Privacy Policy

At 9X Markets (“we,” “us,” or “our”), safeguarding your personal and financial information is one of our highest priorities. This Privacy Policy outlines how we collect, use, and protect your data in compliance with applicable laws and standards under the regulatory framework of **St. Lucia**.

By accessing our website or creating an account, you consent to the practices described in this Privacy Policy.

1. Collection and Use of Personal Information

We collect personal data directly from you and indirectly through your interactions with our platforms. This data is used for purposes including but not limited to:

- Verifying identity and regulatory compliance
- Account creation and secure access provisioning
- Processing deposits, withdrawals, and trades
- Providing customer service and support
- Communicating updates on services and promotions

Collected data may include:

- Personal identification: Full name, address, contact details, date of birth, nationality
- Regulatory documents: Passport, government-issued ID, utility bills, proof of residence
- Financial details: Bank information, trading activity, income range, risk profile
- Technical information: IP address, browser type, device information, operating system

We retain your personal data as long as necessary to fulfill legal, regulatory, and business obligations, even after account closure. You may request access, correction, or deletion of your personal information by contacting our support team.

2. Sharing of Personal Information

We may share your information with:

- **Affiliated entities** under our control for business and compliance purposes
- **Service providers** performing functions on our behalf (e.g., KYC vendors, cloud infrastructure, marketing platforms)
- **Regulators or authorities** when required by law, including financial service commissions in St. Lucia or other jurisdictions

All third parties are contractually required to maintain data confidentiality and apply appropriate security measures.

3. Disclosure to Non-Affiliated Third Parties

We do **not sell or rent** your personal information. However, we may share it with select non-affiliated third parties in these cases:

- Joint marketing agreements with financial institutions
- Legal or regulatory obligations (e.g., subpoenas, audits, law enforcement inquiries)
- Service providers assisting with IT infrastructure, data processing, and client services

These parties must adhere to strict data protection and confidentiality standards.

4. Data Security

We implement robust physical, technical, and procedural safeguards to protect your information:

- SSL encryption and secure storage protocols
- Unique account IDs, passwords, and 2FA where applicable
- Restricted employee access based on roles and need-to-know
- Data protection aligned with global best practices and local St. Lucia regulations


Your responsibilities:

- Never share your login credentials
- Use strong, unique passwords and update them regularly
- Avoid accessing your account on public/shared devices
- Ensure your devices have updated security software

a5. Updates to This Privacy Policy

We may update this policy as needed to reflect regulatory changes or enhancements in our services. All updates will be published on our website, and continued use of our services indicates your acceptance of the revised terms.

For questions or requests regarding this policy, please contact:

 support@9xmarkets.com