FINPRIME GROUP

Privacy Policy

FINPRIME GROUP LIMITED
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At FINPRIME GROUP LIMITED (**"we"**, **"us"** or **"our"**), we are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard personal data in accordance with applicable data protection standards.

By using our website (the **"Site"**) and services, you agree to the practices outlined in this policy. We encourage you to review this document to understand your rights and our responsibilities.

1. **Information We Collect**

   We collect certain types of information to deliver and improve our services, meet legal requirements, and provide a secure user experience. This may include:

   • **Identity Information:** Name, identification documents, date of birth, and verification details.
   • **Contact Information:** Address, email, phone number, and other contact information.
   • **Financial Information:** Bank details, payment history, transaction information, and source of funds.
   • **Technical Information:** IP address, browser type, device details, and activity on the Site.

   We may also collect non-identifiable, aggregated data to analyze and improve our services.

2. **How We Use Your Information**

   We use personal data only for specific purposes, including:

   • **Providing Services:** To process transactions, verify your identity, manage accounts, respond to inquiries, and deliver customer support.
   • **Legal Compliance:** To meet regulatory requirements and follow applicable data protection laws.
   • **Improving Security and Performance:** To keep the Site secure, monitor activity, and enhance user experience.
   • **Communications:** To keep you informed about relevant updates or services, if you've given your consent to receive such information. You can opt out of marketing communications at any time.

3. **Legal Grounds for Data Processing**

   Our processing of personal data relies on several legal grounds:

   • **Contractual Necessity:** To provide services based on agreements with you.
   • **Legal Obligations:** To comply with legal and regulatory standards.
   • **Legitimate Interests:** For business purposes that support our services without overriding your rights and freedoms.

4. **Sharing of Information**

   We may share your information in specific situations, such as:

   • **Service Providers:** With third-party providers who support our services, like payment processors and IT support. These providers are required to protect your data and use it only as instructed by us.
   • **Regulatory Bodies:** Where required to comply with legal obligations or respond to lawful requests.
   • **Affiliates:** Within our corporate group, where similar data protection standards apply.

   We do not allow third parties to use your data for their own purposes, and all data handling is governed by confidentiality agreements.

5. **Data Retention**

   We keep your personal data only as long as necessary to meet service, legal, or regulatory requirements. After this period, data is securely deleted or anonymized.

6. Data Security

We apply security measures to protect your personal information from unauthorized access, alteration, or loss. Although no system is entirely secure, we continuously work to strengthen our data protection measures.

7. Your Rights

Depending on data protection laws, you may have the following rights regarding your personal information:

- **Access:** Request to view your data and understand how it is used.
- **Correction:** Request corrections to inaccurate or outdated data.
- **Deletion:** Request deletion of data under specific conditions.
- **Restriction:** Request limits on certain processing activities if concerns arise.
- **Data Portability:** Request a copy of your data in a format that allows it to be transferred.
- **Objection:** Object to processing based on legitimate interests if it affects your rights.

To exercise any of these rights, please contact us at compliance@elite-wise.com. We may need to verify your identity before processing requests to ensure data security.

8. Cross-Border Transfers

If it becomes necessary to transfer your data to other countries, we will take steps to ensure that it receives a similar level of protection to that required under applicable data protection laws.

9. Limited Use of Cookies

We use cookies to enhance your website experience and understand user behavior. Cookies are small files stored on your device that help us improve site functionality. You can adjust cookie settings in your browser at any time.

10. Limitation of Liability

While we implement security measures to protect your data, we are not responsible for any unauthorized access, loss, or alteration caused by third parties or external events. In case of a data breach, we will notify affected individuals and relevant authorities as required by law.

11. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes in law, technology, or business practices. Any changes will be posted here, and we encourage you to review this policy periodically.

Last Updated: 15 May 2025