



**PRIVACY POLICY**

## 1. Introduction

This website is operated by Eightcap EU Ltd; a company incorporated in Cyprus with registration number HE329922 and having its registered office at Aiolou & Panagioti Diomidous 9, Katholiki, 3020, Limassol, Cyprus, (hereinafter referred to as the “Company”, “Controller”, “we”, “us” or “our”). We collect and use certain personal data about you in accordance with applicable data protection legislation. When we do so, we are regulated under the General Data Protection Regulation (EU) 2016/679 (“GDPR”), which applies across the European Union, and the national data protection law of the Republic of Cyprus, Law 125(I)/2018 (the “Privacy Law”).

We act as the ‘controller’ of such personal data under these laws. This Privacy Policy forms an integral part of and is subject to the Company’s Client Agreement and Terms and Conditions, and outlines how we collect, use, store and protect your personal data and your rights in relation to that data.

## 2. The Website

This Privacy Policy relates to the Eightcap EU Ltd website, hosted at <https://www.eightcap.eu> (hereinafter referred to as the “Website”). The Website serves as an informational platform presenting the Company’s services and products, as well as communicating our values and objectives.

Throughout our Website, we may provide links to other websites operated by trusted third parties or partners. These third-party websites may collect and process your personal data in accordance with their own separate privacy policies. For information regarding the privacy practices of those websites, we encourage you to review their respective privacy policies directly.

## 3. What personal information we collect

We collect personal information about you when you access our Website. If you decide to apply to open an account with us and hence become our client there is certain information that we will require from you in order to do so. We may also collect your personal data in regard to your use of our website(s), such as pages visited, frequency, duration of visit and trading activities.

From time to time, we may also request further information to help us improve our service provided to you (if you are our client) or our activities (if you are our Provider for Trading Data) under our relevant Agreement, as the case may be, or in order to comply with applicable regulations.

We may collect your personal data directly from you (through your completed Account Opening Application Form or in any other direct way) or from other persons including, for example, credit reference agencies, fraud prevention agencies, banks, other financial institutions, third authentication service providers and the providers of public registers.

We collect personal information from you directly, such as when you contact us via our contact us page.

The personal information we collect about you, depends on the particular activities carried out through our Website, Affiliated Websites or Third Parties:

- Technical Data from the following parties:

- analytics providers such as Google based outside the EU;
- advertising networks based inside OR outside the EU;
- In the context of the above the Company may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:
  - **Identity Data** includes inter alia, first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, gender, tax identification number and tax domicile country, national identification number, passport number, country/city of birth, nationality.
  - **Contact Data** includes billing address, delivery address, email address and telephone numbers.
  - **Financial Data** includes economic profile, bank account and payment card details.
  - **Transaction Data** includes details about payments to and from you.
  - **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Profile Data includes your username and password, transactions made by you, your interests, preferences, feedback and survey responses.
  - **Usage Data** includes information about how you use our website, products and services.
  - **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
  - **Financial and Background information** related to your knowledge and expertise such as employment status and field, studies, investment horizon and intentions, financial income etc.

## 4. Purpose of Collection

We collect personal data and use cookies for specific purposes, as outlined below:

- Ensure the proper and uninterrupted functioning of our Website and provide you with seamless, error.
- Measure the effectiveness and popularity of our Website, enhance its performance, and tailor content to better match the interests and needs of our visitors.

When you submit personal data through our “Contact Us” form, we collect this information solely to respond to your inquiry or request.

When you open an account with us, we collect your personal data to establish a contractual relationship, register you as our client, and provide the services you request. If we need to use your personal data for any additional services during the course of your relationship with us, we will inform you at the time—

either through a notice, pop-up, or email, and advise you of any applicable terms and conditions. Your consent will be requested before proceeding.

Any personal data we collect that is not publicly available or already lawfully in our possession is treated as confidential. We use such data only for purposes related to:

- Providing, managing, and improving our services;
- Administering and maintaining our relationship with you;
- Managing your account;
- Reviewing your ongoing service needs;
- Enhancing customer support and service delivery;
- Providing relevant updates or offers;
- Conducting anti-money laundering and due diligence checks;
- Research and statistical analysis; and
- Marketing purposes, in accordance with our agreement and your preferences.

We may also collect, and process anonymized, non-personal data for statistical and analytical purposes, to improve our service delivery.

We do not collect or use any personal data beyond what is specified above without obtaining your explicit consent.

Our Website and services are not intended for use by children, and we do not knowingly collect data from individuals under the age of 18.

We do not engage in automated decision-making or profiling when processing your personal data.

## 5. Legal Basis of processing personal information

When we process your personal information, we are required to rely on a valid legal basis under applicable data protection laws. The specific legal basis we rely on may vary depending on the type of personal data involved and the purpose for which it is being processed.

The legal bases we may rely on include:

- **Consent:** where you have given clear consent for us to process your Personal Information for a specific purpose, such as when you are submitting a request/inquiry via our 'contact us form' or when you opt-in to our newsletter or when you enable analytic cookies on our Website;
- **Performance of Contract:** when you are registering/opening an account with us we are obliged to perform our obligation under our agreement to proceed your request.
- **Legitimate interests:** where the use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information, which overrides our legitimate interests), such as ensuring website and user security, improving user's experience, user interface design and overall performance of the

website, i.e. strictly necessary cookies and/or where needed, to establishment, exercise or defense legal claims, disputes and judicial investigations.

## 6. Cookies and other tracking technologies

A cookie is a small text file which is placed onto your device (e.g. computer, smartphone or other electronic device), when you use our website. We use Cookies on our Website. These help us, amongst other things, to recognize you and your device and store some information about your preferences or past actions.

For further information on cookies, our use of 'cookies' and/or on relevant similar technologies, please see our Cookie Policy [here](#).

## 7. Data Security

We implement appropriate technical and organizational measures to safeguard your personal data from accidental loss, unauthorized access, misuse, alteration, or disclosure. Access to your personal data is strictly limited to employees, agents, contractors, and other third parties who have a legitimate business need to access it. These individuals and entities are bound by confidentiality obligations and will process your data only in accordance with our instructions.

We have also established robust procedures to detect, investigate, and respond to any suspected personal data breaches. Where legally required, we will notify both you and the relevant supervisory authority of any breach involving your personal data.

## 8. Data Recipients

Within Eightcap EU Ltd, access to your personal data is strictly limited to authorised personnel who require it for the purposes outlined in this Privacy Policy. Only employees, agents, or partners who need to access this information to perform their duties under our agreement with you will be granted access. All such individuals and entities are bound by confidentiality obligations and are required to handle your data in compliance with our internal privacy and security standards.

Outside of Eightcap EU Ltd, we may share your personal data with trusted third-party service providers and partners who assist us in delivering our services. These may include providers of IT infrastructure, email communication, website hosting, legal services, and analytics. Examples of such trusted third parties may include:

- Google Analytics (Google Inc.);
- Equinix (UK) Limited (United Kingdom);
- Microsoft Azure (European Union).
- AWS (European Union)

We select our service providers carefully, ensuring they offer sufficient guarantees to implement appropriate technical and organisational measures that ensure compliance with the GDPR and safeguard your rights.

We may also need to share your personal data:

- With law enforcement or regulatory authorities, as required to comply with legal and regulatory obligations;
- With prospective buyers or in the course of corporate restructuring.

Where possible, data will be anonymised. In all cases, recipients will be subject to confidentiality obligations.

For more information about how and with whom we share your personal data, you may contact us using the details in the [Talk to us](#) section

## 9. Transfers Outside the EU/EEA

We may transfer your personal data to other companies within the Eightcap Group located outside the European Union, including to our affiliated entities based in Australia. These transfers are carried out in accordance with the applicable data protection laws and are based on appropriate safeguards to ensure a lawful transfer. Such safeguards include the implementation of intra-group data transfer agreements containing the European Commission's Standard Contractual Clauses or other legally recognized mechanisms, ensuring that your personal data remains protected and your rights upheld.

## 10. Security

We implement appropriate technical and organizational measures to protect your personal data from accidental loss, unauthorized access, misuse, or disclosure. These include access controls, internal audits, and secure data storage systems. Access is granted only to those with a legitimate business need, under strict confidentiality obligations. We will notify you and relevant authorities of any data breach where legally required.

While we take every reasonable step to protect your information, please note that the transmission of data over the internet is not completely secure. We cannot guarantee the security of personal data transmitted to or from our systems online.

## 11. Your Rights

As a data subject, you have specific rights under the GDPR regarding your personal data. You may contact us at any time to exercise the following rights:

- The right to obtain information about how your personal data is being processed and to receive a copy of the data we hold about you;
- The right to request the rectification of inaccurate or incomplete personal data;
- The right to request the erasure of your personal data, subject to certain legal limitations;
- The right to request the restriction of the processing of your personal data;
- The right to receive your personal data in a structured, commonly used, and machine-readable format and to request the transmission of that data to another controller, where applicable;
- The right to object to the processing of your personal data in certain circumstances;
- The right to withdraw your consent at any time, where processing is based on consent;
- The right to lodge a complaint with the relevant supervisory authority.

To protect your data and verify your identity, we may request specific information from you when you make a request. We aim to respond to all valid requests within 30 days. If your request is particularly complex or you have made multiple requests, we may extend this period and will notify you accordingly. We reserve the right to charge a reasonable administrative fee in cases where requests are manifestly unfounded, excessive, or repetitive.

Please note that if you choose not to provide certain personal data, or if you exercise your rights to restrict or object to data processing, this may impact our ability to provide services to you.

In accordance with the GDPR, the right to erasure does not apply where processing is necessary:

- For exercising the right of freedom of expression and information;
- For compliance with a legal obligation under EU or Member State law to which we are subject;
- For reasons of public interest in the area of public health, as per Articles 9(2)(h) and 9(2)(i) and Article 9(3) of the GDPR;
- For archiving purposes in the public interest, scientific or historical research, or statistical purposes, where the erasure would seriously impair the achievement of the objectives of that processing (Article 89(1));
- For the establishment, exercise, or defence of legal claims.

If you would like further information about any of these rights or how they apply to you, please contact us using the details provided in the [Talk to us](#) section.

If you are dissatisfied with how we have handled your personal data or any request you have made, please contact us so we can address your concerns. Should you remain unsatisfied, you have the right to lodge a complaint with the Office of the Commissioner for Personal Data Protection.

The Commissioner can be reached at:

- Office of the Commissioner for Personal Data Protection 15 Kypranoros Street, 1061 Nicosia, Cyprus Tel: +357 22 818456
- Email: [commissioner@dataprotection.gov.cy](mailto:commissioner@dataprotection.gov.cy)
- Website: [www.dataprotection.gov.cy](http://www.dataprotection.gov.cy)

## 12. Contact Details

You can contact us by post or email if you have any questions about this Privacy Policy or the information we hold about you, to exercise a right under data protection law or to make a complaint.

Our contact details are shown below:

- Full name of legal entity: EIGHTCAP EU LTD
- Email address: [dpo@eightcap.eu](mailto:dpo@eightcap.eu)
- Postal address: 157 Archiepiskopou Makariou III Ave, Office 301, 3030, Limassol, Cyprus
- Telephone number: +357 25 060 006

## 13. Changes to this Privacy Policy

This Privacy Policy (Version 4) was last updated on **25/11/2025**.

We may change this Privacy Policy from time to time and when we do so, we will inform you via a notification on our website or via other means of contact, when this is considered necessary.