

PRIVACY POLICY

Privacy Policy

At TopNotch Traders Ltd we are committed to protecting your privacy and handling your personal information with the utmost care. This Privacy Policy outlines how we collect, use, disclose, and safeguard the information you provide to us, whether directly or through your use of our website and services.

By accessing our website or utilizing our services, you acknowledge and agree to the practices described in this Privacy Policy.

Company Information:

TopNotch Traders Ltd

Registered Address: Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia.

Contact Email: support@thetopnotchtraders.com

1. Data Collection

To offer secure and personalized financial services, we collect necessary personal information during account registration, verification, and ongoing client engagement. This may include:

- Identification documents (e.g., passport, national ID)
- Proof of residence (e.g., utility bills, bank statements)
- Financial details (e.g., income information, investment history)
- Business documentation for corporate accounts

We collect this data to assess financial profiles, fulfill our internal compliance requirements, and provide a seamless trading experience. In accordance with applicable laws, we retain your data for a minimum of five (5) years after the business relationship concludes.

2. Use of Personal Information

Your personal data is used for the following purposes:

- Verifying your identity and meeting our internal compliance standards
- Managing your account and facilitating transactions
- Communicating important updates, transaction confirmations, and service notifications
- Customizing our services based on your preferences and usage patterns
- Conducting internal research and statistical analysis to improve our offerings

We will not use your data for any purpose not listed here without obtaining your consent.

3. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience. These tools allow us to understand how users interact with our content and help us improve functionality and performance.

Cookies do not store personally identifiable information and are not shared with third parties. You may disable cookies in your browser settings; however, this may affect the performance of certain website features.

4. Data Security

We apply industry-standard security measures to protect your information. All data transmitted through our platforms is encrypted using SSL (Secure Socket Layer) technology.

You are responsible for keeping your login credentials secure. We strongly advise against sharing your password or other authentication details with anyone.

5. Disclosure of Information

We do not sell or distribute your personal information. However, we may disclose data under the following circumstances:

- If required by law, regulation, or legal proceedings
- To government agencies or authorities for legal compliance
- To protect the rights, property, or safety of TopNotch Traders Ltd or our clients
- With your explicit consent

All disclosures are made with appropriate safeguards and only when absolutely necessary.

6. Your Rights

You have the right to:

- Access your personal information
- Request correction or deletion of inaccurate or outdated information
- Withdraw consent or opt out of direct marketing communications
- File inquiries or complaints regarding data usage

To exercise these rights, please contact us at support@thetopnotchtraders.com. We strive to respond within 7 business days. In certain cases, a nominal fee may apply for processing repetitive or excessive requests.

7. Policy Updates

We may update this Privacy Policy periodically to reflect changes in our practices or internal policies. Updates will be published on this page, and we encourage you to review this policy regularly. Continued use of our services after changes signifies your acceptance of the revised terms.

8. Legal Disclaimer

We may disclose your personal data if legally required or if we believe such action is necessary to comply with legal obligations, protect our rights, or prevent fraud. While we employ robust security practices, we are not responsible for unauthorized access due to misuse of login credentials or third-party tools not controlled by us.