



#### Contact Details

+27 65 291 3731  
support@maonoglobalmarkets.com

#### Registered Address

60 Joubert Street  
Bellville  
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7530

#### Physical Address

Unit 3B Waterside Place  
19 Carl Cronje Drive  
Tyger Waterfront  
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# PRIVACY POLICY

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### Disclaimer

Maono Global Markets (Pty) Ltd with company registration number: 2023/599736/07 is an authorised Juristic Representative of Sithundhi Group (Pty) Ltd, South Africa, with company number: 2021/817017/07, an authorised financial services provider, licensed and regulated by the Financial Sector Conduct Authority (FSCA) of South Africa, with FSP No. 52030. Maono Global Markets (Pty) Ltd an authorised Juristic Representative of Sithundhi Group (Pty) Ltd is the platform that Clients use to trade derivatives that are issued by Neo Brokers Namibia Pty Ltd, a company established and operating from the Republic of Namibia, with company number 2022/0418 and registered address No. 19 Palladium Street, Prosperita, Windhoek, Republic of Namibia, the counterparty and principal to the contract for difference purchased by you (the Client).

This Privacy Policy outlines the collection, protection, storage, and use of personal data by Maono Global Markets (Pty) Ltd an authorised Juristic Representative of Sithundhi Group (Pty) Ltd.

### Collection of Personal Data

The Company collects personal data provided explicitly and knowingly by the customer. To open an account with the Company, customers must provide the following Personal Data:

- Full name.
- Residential address.
- Employment details.
- Average income.
- Other personal details (upon necessity and request).



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#### Use of Data

The Company may process the customer's Personal Data for the following purposes:

- To fulfil obligations arising from agreements between the customer and the Company.
- To provide notifications about changes to products and/or services, as well as other important alterations affecting the performance of an agreement between the customer and the Company.
- To provide notifications about products and/or services of the Company. Customers must give explicit consent to receive such information.

If the customer is required to provide Personal Data to comply with legal requirements or to conclude an agreement with the Company, the purpose of collecting Personal Data will be made evident and communicated to the customer.

#### Protection of Data

The Company retains customer's Personal Data for a period determined at its discretion. The information may be used to update customers about the Company's products and/or services. Customers have the right to request the termination of receiving such updates by informing the Company of their intent.

The Company is committed to ensuring the security of personal data and confidential information received from its customers and adheres to internal rules governing the use of such information.

The Company may share Personal Data with the following recipients:

- Any Group Company, business partner, or facilitator: Personal Data may be made available to members of the Company's group, business partners, or facilitators to provide products, services, customer support, and technical support.
- Third-party service providers: Personal Data may be shared with third-party service providers who support the Company's products and services, such as system and platform maintenance, customer due diligence, credit checks, marketing, data analytics, and search engine services.
- Fraud prevention and credit reference agencies: Personal Data may be shared with third-party service providers to conduct anti-money laundering, fraud prevention, credit risk, and customer due diligence checks.
- Introducers and advisers: Personal Data may be disclosed to introducers who directed the customer to the Company.
- Courts, regulators, and law enforcement agencies: Personal Data may be shared to comply with legal or regulatory obligations and respond to requests from government authorities, including law enforcement or financial regulators.
- Other third parties: Personal Data may be shared in the event of a merger, sale, restructure, acquisition, joint venture, assignment, transfer, or other disposition of all or any portion of the Company's business, assets, or stock.



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#### Storage and Destruction of Personal Data

Personal Data is stored electronically on the Company's servers. When Personal Data is no longer required to be kept, it will be destroyed using methods that prevent unauthorized access by third parties.

#### Customer Consent and Rights

By accessing the Company's website, customers consent to the collection, use, maintenance, and disclosure of their personal data in accordance with this Privacy Policy.

Customers have the following rights:

- To request and obtain a copy of the Personal Data the Company holds about them.
- To request amendment and/or correction of any incorrect or incomplete data. The Company will fulfill the request and notify relevant third parties to whom the data was transmitted.
- To request that the Company stops processing their Personal Data, acknowledging that this may affect the provision of some services.
- To request the erasure of Personal Data from the Company's records, unless there is a lawful reason not to do so.
- To lodge a complaint with the supervisory authority, after first contacting the Company to attempt resolution.

#### Cookies

The Company uses Cookies on its website to provide users with a more customized web browsing experience. Cookies are small files stored on a user's computer that hold a modest amount of data specific to a particular client and website.

#### Maintenance of Confidentiality

Customers are responsible for maintaining the confidentiality of their user ID and login information.