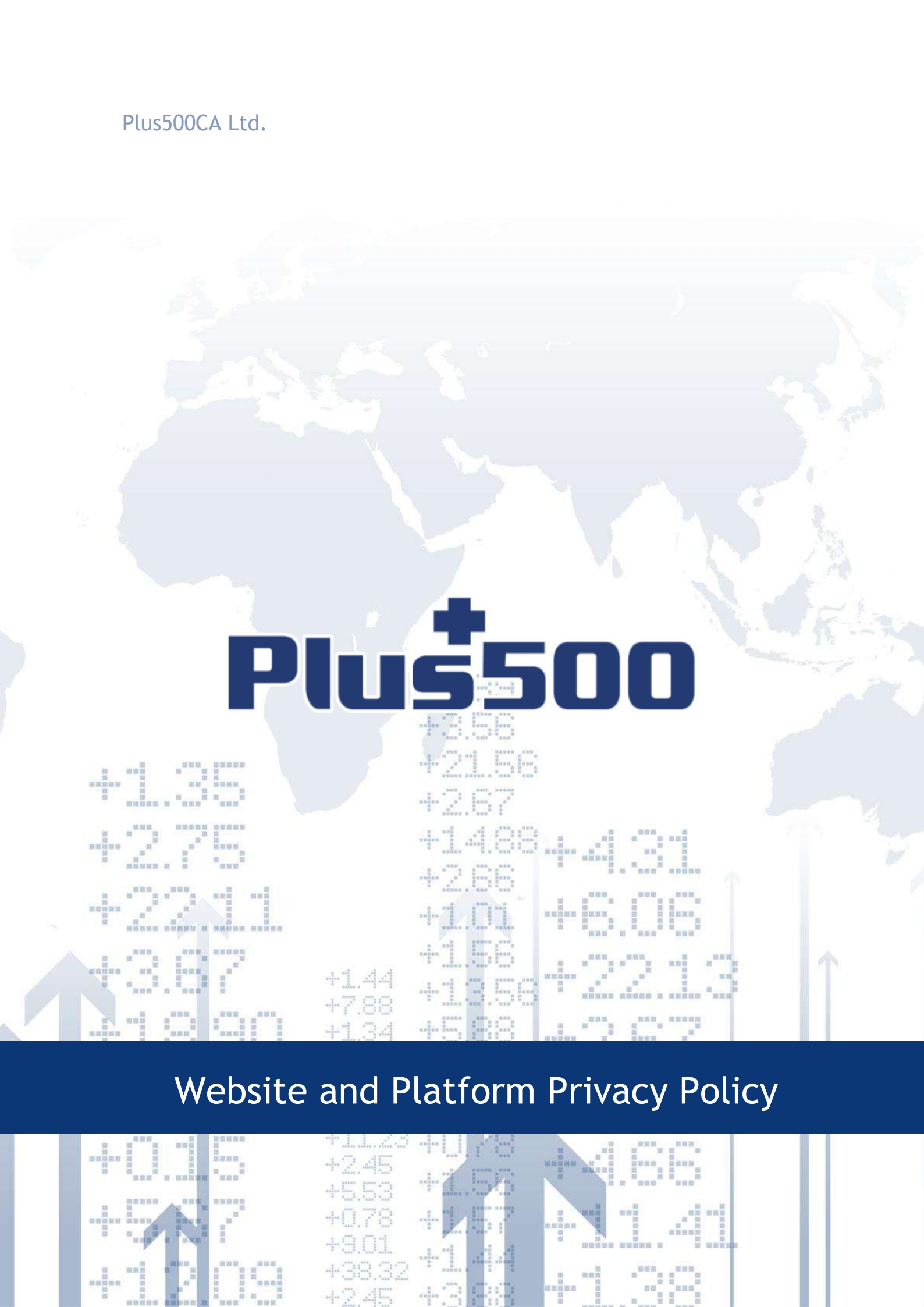
Plus500CA Ltd.



Website and Platform Privacy Policy

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Your privacy and trust are important to us and this Privacy Policy (**"Policy"**) provides important information about how Plus500CA Ltd. and its worldwide affiliated companies and subsidiaries ("**Plus500**", "**we**" or "**us**") handle personal information. We're committed to keeping your personal information safe and confidential both online and offline. This Policy applies to any Plus500 website (**Website**) and the Plus500 Trading Platform (the **"Platform"**).

Please read this Policy carefully and contact us on our "Contact Us" page or through the "Help" menu on the Platform if you have any questions about our privacy practices. We may make changes to this Policy from time to time and it is important that you check this Policy for any updates. If we make changes we consider to be important, we will let you know by placing a notice on the Platform.

This Policy was last updated May 14, 2026.

1. How we use the personal information we collect

We collect, use, disclose, transfer and store personal information when needed to provide our services and for our operational and business purposes as described in this Policy. We collect personal information in a variety of ways, including: directly from you and when you are interacting with us through the Website and Platform (e.g. when creating an account and registering on the Platform, when contacting us by email or via Live Chat or WhatsApp, and when trading on the Platform). We want to be clear about our privacy practices so you can make informed choices about the use of your personal information. You can contact us at any time with questions or concerns.

We use your personal information to provide you with the services you request through the Website and Platform in order to perform our contractual obligations in relation to those services (including to process your trades), to keep in touch with you, to provide you with information about the products you trade and manage your account. We may also use your personal information to market our products and services to people like you. Additionally, we may use your personal information to analyse and assess the access and use of our Website and Platform with a view to improve them and our services. We will notify you separately if we process your personal information for any other purpose and, if required, ask for your consent.

You can control what and how you receive communications from us and how we use your information by following the instructions detailed in Creating an account and registering on the Platform section of this privacy policy.

2. Creating an account and registering on the Platform

When you create an account on the Platform, we require you to provide your first and last name, email address, details about your financial status, your residential address, phone number, date of birth, a copy of your photo-ID, such as passport, driving licence, or national ID, a copy of a

recent utility bill/bank statement (or similar) as evidence of your residential address and credit card or bank card details. You may be asked to provide additional evidence to verify and authenticate your identity, including live or photographic facial images. Biometric data extracted from your facial images ("Biometric Data") will be processed only when you provide your consent to use our identity verification or authentication features

We also collect information about the form of identification used in relation to an individual in order to send or receive a transaction (required by law in some instances), and information about a transaction, including an individual's account and delivery instructions. We may also collect information about employment details, employment history, the individual's current financial circumstances; the individual's foreign exchange preferences and tolerance to risk; and other matters that are relevant to the services we provide.

We use this data to verify your identity, including through accessing your credit file and other reputable sources for identity verification and anti-money laundering compliance, and to set up and administer your Plus500 account, provide technical and customer support and training and send you important account, subscription and service data (which may be sent by notifications through the Platform), in order to perform our contractual obligations and to comply with our legal obligations. Biometric Data is used to verify and authenticate your identity, and prevent fraud and identity theft. The identity verification is performed by third-party service providers in accordance with their privacy policies

If it is necessary to use your personal information for any other service you may request whilst using the Platform, we'll tell you how we will use your personal information at the time (probably, with a pop-up notice) and if there are any additional terms and conditions which will apply. You will be asked to confirm you agree to these additional terms and conditions before your application can proceed.

We may send you information by SMS, push notification, email or in-app notification about our products, services and offers we think would be of interest to you, upon your consent and in compliance with applicable laws. The information we send you will always be in relation to the services or products you have requested from us and our communications to you is because we want you to hear more about what we can offer you as our customer and to give you opportunities to use our products and services in a better and more frequent way. We will only ever send you communications that you would reasonably expect and have a minimal impact on your privacy.

If you receive email communications from us about the market or your activity on the platform and don't want to in the future, please use the unsubscribe link within the email and we will stop sending you this information via email. Alternatively, when you are logged into your account you can manage your preferences by going to the "Notifications Settings" tab and selecting the type of notification you would like to receive (email, SMS, push notification). You can change these preferences at any time.

Please note that push notifications are sent to every device you have logged into your account from. If you use another person's device to log into your trading account or allow another person to log into their trading account using your device, this will result in push notifications being sent to the device(s) used to access the trading account. Therefore, if you have used another person's device to log into your trading account or have allowed another person to log into their trading account using your device please contact Customer Service to request the removal of a particular device from a trading account.

Note: Changes to your notifications settings will be processed as soon as practical.

3. Personalisation

We use personal data such as your location, trading history and alike to deliver tailored content such as news, research, reports, and business information and to personalise your experience with our services.

We also collect and process de-identified and anonymised information for statistical purposes and analysis and to help us provide a better service.

4. Contacting us by email or via Live Chat or WhatsApp

When you email us (through the Contact Us page), use the Live Chat feature, or contact us via social media or instant messaging services (e.g. WhatsApp or Viber), you may be requested to provide some additional personal information, like your name, email address and residential address. We will use this data to verify your identity in order to be able to respond to your query, so that we can meet our contractual obligations.

Emails are stored on our standard internal contact systems which are secure and cannot be accessed by external parties.

5. Our legal obligations

We may be required to retain and use personal information to meet our internal and external audit requirements, for data security purposes and as we believe to be necessary or appropriate: (a) to comply with our obligations under applicable law and regulations, which may include laws and regulations outside your country of residence; (b) to respond to requests from courts, law enforcement agencies, regulatory agencies, and other public and government authorities, which may include such authorities outside your country of residence; (c) to monitor compliance with and enforce our Platform terms and conditions; (d) to carry out anti-money laundering, sanctions or Know Your Customer checks as required by applicable laws and regulations; or (e) to protect our rights, privacy, safety, property, or those of other persons. We may also be required to use and retain personal information after you have closed your Plus500 account for legal, regulatory and compliance reasons, such as the prevention, detection or investigation of a crime; loss prevention; or fraud prevention.

6. Third Party Login

You may choose to use your own social networking logins to log into our Platform. If you choose to connect using a social networking or similar service, we may receive and store authentication information from that service to enable you to log in and other information that you may choose to share when you connect with these services. These third-party services may collect information such as the web pages you visited and IP addresses, and may set cookies to enable features to function properly. We are not responsible for the security or privacy of any information collected by these third parties. You should review the privacy statements or policies applicable to the third-party services you use to connect to the Platform. If you do not want your personal information shared with your social media account provider or other users of the social media service, please do not connect your social media account with your Plus500 account and do not use the related functionality on the Platform.

7. When we share personal information

We share or disclose your personal information when necessary to provide services or conduct our business operations as described below. When we share personal information, we do so in accordance with applicable data privacy laws and our internal security standards.

Below are the parties with whom we may share personal information and why.

- **Within the Plus500 group:**

  Plus500 is part of the Plus500 group ("**Group**"). Plus500's businesses are supported by a variety of the Group's teams and functions. We may make personal information available to them if necessary for the purposes identified in this policy, including the provision of services, account administration, sales and marketing, customer and technical support. All of our employees and contractors are required to follow our data privacy and security policies when handling personal information. We may process personal information in respect of the Website and Platform in the following locations: Bulgaria, United Kingdom, and Israel.

- **Our third party service providers:**

  We partner with and are supported by service providers. We will make personal information available to our service providers only when necessary to fulfil the services they provide to us, such as software, system and platform support; direct marketing services; cloud hosting services; advertising including affiliate advertising; identity, addresses, creditworthiness and other documents verification services; data analytics; and order fulfilment and delivery. Our third-party service providers are not permitted to share or use personal information we make available to them for any other purpose than to provide services to us.

- **Affiliate Marketing:**

  We have an affiliate marketing programme called 500Affiliates which is a commercial arrangement whereby third parties promote Plus500 and its products and services in return for a fee. We do not share your personal information with these third parties.

- **Third parties for legal reasons:**

  We will share personal information when we believe it is required, such as:

  - To comply with legal obligations and/or respond to requests from government agencies, including law enforcement and other public authorities, which may include such authorities outside your country of residence.

  - In the event of a merger, sale, restructure, acquisition, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

  - To protect our rights, property, users, systems and services.

8. Trade activity on the Platform

In order to meet our legal and regulatory obligations, we will monitor your trading activity such as the frequency of your trading and number of trades, monetary activity such as number of deposits/withdrawals, payment methods used, and your device information and IP.

9. International transfers of personal information

Due to the nature of our services and our trusted third party providers, we may need to process your personal information in jurisdictions other than your jurisdiction of residence (for example, outside your province or outside Canada). In such cases, we will ensure that the processing only takes place in jurisdictions that have been found to uphold an adequate level of protection regarding personal information; or that there are other legal mechanisms in place to ensure appropriate safeguards for the processing of the personal information; or that such data transfers are made in accordance with applicable legislative provisions, including when necessary to implement pre-contractual measures following your request.

We will take all steps reasonably necessary to ensure that your personal information is kept secure and protected in accordance with our legal obligations and standards. If this is not possible, for example because we are required by law to disclose information to the courts, law enforcement and national security authorities, we will ensure that the sharing of the information is lawful.

10. Obtaining a copy of your personal information and correcting mistakes

We respect your right to access and control your personal information. We will respond to requests for personal information and, where applicable, will correct or amend your personal information.

- **Access to personal information**: We will give you access to your personal information (including a copy of your personal information undergoing processing) on request, unless any relevant legal requirements prevent us from doing so or other exemptions apply. Before providing access to you, we will ask you to prove your identity and give us sufficient information about your interaction with us so that we can locate any relevant data.

- **Correction**: You have the right to correct or amend your personal information if it is inaccurate or requires updating.

- **Restrict processing**: If you would like to control the use of your information for direct marketing purposes, you may do so by clicking on “unsubscribe” link within an email you receive from us or managing the type of communication you would like to receive (email, SMS and push notification) via the "Notification Settings" under the "Settings" tab on the platform. Please note that even if you indicate your choice not to receive marketing or promotional messages from us, we may still communicate with you by email or text message regarding your use of our products and services (e.g., to send you messages about your account and trading activity) and as otherwise permitted by applicable law.

  In some other certain circumstances, you can ask us to stop processing your personal information. However, this may result in us being unable to continue to provide you with access to the Platform.

We reserve the right to charge you a reasonable administrative fee for any manifestly unfounded or excessive requests concerning your access to your personal information, and for any additional copies of the personal information you request from us.

11. Data security

We are committed to safeguarding and protecting personal information and will implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to protect any personal information provided to us from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal information transmitted, stored or otherwise processed.

12. Data retention

We will only retain your personal information for as long as we reasonably require it for legal or business purposes subject to the minimum applicable regulatory retention period. In determining data retention periods, we take into account local laws, contractual obligations, and the expectations and requirements of our customers. When we no longer need personal information, we securely delete or destroy it.

13. Cookies

Cookies are small text files placed on your device and are commonly used on the internet. We use cookies on the Website and the Platform. To understand more about the kind of cookies we use and how you can control and delete cookies, please see our Cookie Policy, or for applicable jurisdictions, go to “Privacy Settings” under the “Settings” tab on the Platform.

14. Contacting us about this Policy or making a complaint

If you have any queries about the contents of this Policy, or wish to inform us of a change or correction to your personal information, would like a copy of the data we collect on you, or would like to raise a complaint or comment, please contact us via the Personal information Requests page on our website.

Plus500CA Ltd. is regulated by the Canadian Investment Regulatory Organization (CIRO).
Plus500CA Ltd. is a member of the Canadian Investor Protection Fund (CIPF).

Plus500CA Ltd.

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