



Plus500

The background features a light blue world map. In the foreground, there are several vertical bars of varying heights, each topped with a grey upward-pointing arrow. The bars are filled with a grid of small, light blue numbers, some of which are positive values. The Plus500 logo is prominently displayed in the center, with a plus sign above the '5'.

Website and Platform Privacy Policy



Website and Platform Privacy Policy

Your privacy and trust are important to us and this Privacy Policy (**Policy**) provides important information about how Plus500CY Limited and its worldwide affiliated companies and subsidiaries ("**Plus500**", "**we**" or "**us**") handle personal data. We're committed to keeping your personal data safe and confidential both online and offline. This Policy applies to any Plus500 website (**Website**) and the Plus 500 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 in May 2026.

[How we use the personal data we collect](#)

We collect, use, disclose, transfer and store personal data when needed to provide our services and for our operational and business purposes as described in this Policy. We want to be clear about our privacy practices so you can make informed choices about the use of your personal data. You can contact us at any time with questions or concerns.

We use your personal data 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. *Furthermore, on the basis of legitimate interest, we may promote by e-mail products and services similar to those already purchased by you and you may at any time object to such processing.* We will notify you separately if we process your personal data 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.

[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 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 data for any other service you may request whilst using the Platform, we'll tell you how we will use your personal data 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. 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 notification settings will be processed as soon as practical.

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 non-personal, anonymised data for statistical purposes and analysis and to help us provide a better service.

Contacting us by email or via Live Chat, social media or instant messaging services

