



# Plus<sup>+</sup>500

The background features a light blue world map. Overlaid on the map are several vertical columns of financial data, including positive values and upward-pointing arrows, suggesting growth and global reach.

Website and Platform Privacy Policy



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# 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 Plus500UK 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 on April 2026.*

## How we use the personal data we collect

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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. We may also, in accordance with our legitimate interests, use your personal information to market our products and services to people like you. 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

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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





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

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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 data, 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.

## Our legal obligations

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We may be required to retain and use personal data 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 (d) to protect our rights, privacy, safety, property, or those of other persons. We may also be required to use and retain personal data 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.

## Third party login

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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 data 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.

## When we share personal data

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We share or disclose your personal data when necessary to provide services or conduct our business operations as described below. When we share personal data, 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 data and why.





We will take all steps reasonably necessary to ensure that your personal data 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 data, we will ensure that the sharing of the data is lawful. To receive copies of our standards and safeguards for international transfers please contact us.

## Obtaining a copy of your personal data and correcting mistakes

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

- **Access to personal data:** We will give you access to your personal data (including a copy of your personal data 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 and deletion:** You have the right to correct or amend your personal data if it is inaccurate or requires updating. You may also have the right to request us to delete your personal data. If you request that we delete your personal data this will result in the automatic closure of your account and we will remove your personal data from active processing. However, we will be required to maintain your personal data to comply with our legal and regulatory requirements as well as in accordance with our internal compliance requirements in relation to maintaining records.
- **Restrict processing:** If you would like to control the use of your information for direct marketing purposes, you may do so by 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.

In some other certain circumstances, you can ask us to stop processing your personal data. 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 data, and for any additional copies of the personal data you request from us.

## European Representative

As the EU GDPR still applies for customers who are located within the EEA, Plus500UK has appointed Plus500CY Ltd (CySEC Licence No. 250/14) as its European Representative. Any data subject requests pertaining to our EEA customers can also be directed to our European Representative at: Plus500CY Ltd, 169-171 Arch. Makarios III Avenue, Cedars Oasis Tower, Floor 1, Limassol 3027, Cyprus.



## Data security

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

## Data retention

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We will only retain your personal data 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 data, we securely delete or destroy it.

## Cookies

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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 on the Website or the Platform, please see our [Cookie Policy](#) on the Website or, for applicable jurisdictions, go to “Privacy Settings” under the “Settings” tab on the Platform.

## Contacting us about this Policy or making a complaint

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If you have any queries about the contents of this Policy, or wish to inform us of a change or correction to your personal data, 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 Data Requests page](#) on our website, or on our “[Contact Us](#)” page, respectively.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can escalate your complaint to the data protection supervisory authority in your jurisdiction. Contacts of the local European data protection supervisory authorities can be found [here](#).

The Information Commissioner's Office, can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further information is available on the Information Commissioner's website at <https://ico.org.uk>.

