

August 2026



ZX Capital Markets Ltd

Privacy Policy

ZX Capital Markets Ltd (Saint Lucia)
Registered in Saint Lucia under company number 2023-00378
Ground Floor, The Sotheby Building, Rodney Village, Rodney Bay, Gros-Islet, Saint Lucia.

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This risk disclosure is intended to inform you of the risks that exist in trading activities on financial markets. You must recognize that these risks entail a chance of losing money while trading.
This disclosure is informational and must not be considered a list of all possible risks.

ZX Capital Markets Ltd

Registered in Saint Lucia under company number 2023-00378

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

1. Introduction

ZX Capital Markets Ltd ("ZXCM," "we," "us," "our") is a company registered in Saint Lucia under company number 2023-00378. This Privacy Policy explains how we collect, use, store, and protect the personal information of our clients and other individuals who interact with our website, trading platforms, and mobile applications, including the ZXCM Client Cabinet app.

By opening an account with us, visiting our website, or using our apps, you agree to your personal information being handled as described in this Policy. We review this Policy periodically and will post updates here.

2. Why We Collect Personal Information

To open and maintain a trading account, we are required to verify your identity and assess your suitability as a client, consistent with standard Know Your Customer (KYC) and Anti-Money Laundering (AML) practices. If you choose not to provide requested information, we may be unable to open or maintain your account.

3. Information We Collect

Through our website, Client Cabinet, and mobile app:

- Identity information – full name, date of birth, nationality, government ID, proof of address
 - Contact details – email address and phone number
 - Financial and trading information – employment and financial details, trading experience, deposit/withdrawal records, account balances, transaction history
 - Support communications – records of your correspondence with our team
- Automatically, through the ZXCM Client Cabinet app specifically:
- App interaction data, to understand how features are used
 - Crash logs and diagnostic data, used only to fix bugs and improve stability
 - Device information (device type, OS version), for compatibility and troubleshooting

We do not collect precise location, contacts, photos, or messages through the app, and we do not store your card details – payments are handled by our third-party payment providers.

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4. How We Use Your Information

- Verify your identity and meet KYC/AML obligations
- Open, maintain, and administer your trading account
- Process the deposits, withdrawals, and trades you request
- Respond to support requests and communicate about your account
- Detect, investigate, and prevent fraud or unauthorized account activity
- Maintain and improve the stability and performance of our website and app
- Meet applicable legal, tax, and regulatory obligations

5. Legal Requests and Preventing Harm

We may access, preserve, or share your information with regulators, law enforcement, or other third parties where legally required, or where necessary to detect, investigate, or prevent fraud, unauthorized use, or other harmful or illegal activity. Records tied to a legal request, investigation, or possible policy violation may be retained beyond our standard retention period (Section 8).

6. Cookies

Our website uses cookies to distinguish you from other visitors, understand site usage, and improve your browsing experience. You can manage cookie preferences through your browser settings.

7. Links to Other Websites

Our website and app may link to third-party websites or platforms. We are not responsible for the privacy practices of those sites and encourage you to review their own policies before providing information.

8. Data Retention

We hold your personal information for as long as you have an active account with us. Where an account is closed, we retain certain records — including identity verification documents and transaction records — for 7 years after the relationship ends, in line with standard anti-money-laundering record-keeping practices. After that period, data is securely deleted or anonymized unless a longer period is required by law.

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9. Sharing and Disclosure of Personal Data

We do not sell your personal data. We may share it with:

- Payment service providers, to process deposits and withdrawals
- Regulators, law enforcement, and government authorities, where legally required
- Credit reference and fraud-prevention agencies, and identity verification providers
- Third-party service providers supporting our technology and operations (e.g. hosting, CRM, customer support tools), under confidentiality obligations
- Professional advisers, including legal, tax, and audit consultants
- Affiliated ZXCM entities, where necessary to provide our services

10. Marketing

We may send marketing communications about our products, services, and promotions by email, phone, or other channels you've agreed to. You can opt out at any time by contacting us or using the unsubscribe option in our communications.

11. Confidentiality and Security of Your Data

Your personal information is stored on secure servers, with access restricted to authorized personnel who need it to do their job. Your Client Cabinet account is protected by a password known only to you — keep it confidential and do not share it with anyone.

12. Your Rights and How to Delete Your Account or Data

You have the right to access, correct, or request deletion of your personal information, subject to the retention obligations in Section 8.

To request deletion of your account or personal data:

- By email: support@zxcn.com or compliance@zxcn.com

Deletion requests are actioned within 7 days, aside from data we are required to retain under Section 8.

13. Changes to This Policy

We may update this Policy to reflect changes in our practices, technology, or legal requirements. Updates are posted here with a revised version number and date; material changes will also be communicated via the app, website, or email.

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14. How to Contact Us

Questions about this Policy or how we handle your data:

support@zxcn.com

compliance@zxcn.com (for complaints about our privacy practices)

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