



accelprime

PRIVACY NOTICE

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As part of our day-to-day business, we collect personal information from customers, potential customers, website users, service providers, and suppliers. This allows us to meet contractual and legal obligations while providing financial services and information about our offerings.

Your privacy is important to us, and we are committed to respecting the confidentiality of your information. This notice outlines how we manage personal information supplied by you or third parties, collected from your use of our services, applications, or websites. It also details your rights concerning our processing of your personal information.

This privacy notice is periodically reviewed to ensure compliance with new regulations, technological advancements, and operational changes. The most current version of this notice will always govern how we manage your personal information.

WHO WE ARE

This privacy notice applies to our processing activities related to financial services. We may record communications, whether electronic, telephonic, in-person, or otherwise, to document interactions and maintain service quality. These recordings remain our sole property and may serve as evidence of communications.

HOW DO WE USE PERSONAL INFORMATION?

If you visit any of our offices or premises, we may use CCTV for security purposes, which may capture your image.

WHAT KIND OF PERSONAL INFORMATION DO WE COLLECT?

We may collect the following types of information:

- Name, contact details
- Date of birth, identity verification details
- Financial information, including assets, liabilities, and account balances
- Employment and professional details
- Location data
- Trading performance
- Historical data on trades and investments
- Preferences for products and services

This information is collected through account applications, interactions with our websites or applications, customer service correspondence, and third-party sources such as publicly available information and referral programs.

We may also track your activity on our websites and applications using cookies to enhance user experience.

If you choose not to provide necessary personal information, we may be unable to offer specific products or services.

PURPOSES OF PROCESSING PERSONAL INFORMATION

We use personal information for:

- Identity verification and account management
- Providing and improving financial services
- Customer service and support
- Regulatory compliance and legal obligations
- Internal research and data analysis
- Security and fraud prevention
- Marketing and communication (subject to consent)
- Business restructuring and operational management

DISCLOSURE OF PERSONAL INFORMATION

We may disclose personal information to:

- Service providers assisting in IT, finance, regulatory, compliance, insurance, and research services
- Credit providers, courts, regulatory authorities, and tax authorities as required by law
- Third-party agencies for background and credit checks
- Any entity authorized by you

When transferring personal information outside the country, we ensure compliance with applicable data protection laws to safeguard your information.

HOW DO WE OBTAIN YOUR CONSENT?

Where required, consent for processing personal information is obtained as part of account agreements, contracts, or specific communications.

MANAGEMENT OF PERSONAL INFORMATION

We implement appropriate technical and organizational measures to secure personal data. Employees handling personal information are trained to uphold confidentiality. Breaches of privacy policies are taken seriously and may result in disciplinary action.

STORAGE OF PERSONAL INFORMATION

We safeguard your information across secure digital and physical storage systems. Personal data is retained only as long as necessary for legal, regulatory, and business purposes. Upon expiration of retention periods, data is securely deleted or anonymized.

COOKIES AND TECHNOLOGY USAGE

We use cookies to improve website functionality and personalize user experiences. Users can manage cookie preferences through browser settings. Changes to our technology that impact privacy will be reflected in this notice.

LINKS TO THIRD-PARTY WEBSITES

AccelPrime (Pty) Ltd is an authorized Financial Services Provider regulated by the Financial Sector Authority (FSCA) of South Africa. FSP Number: 54411, Registration number 2024/353208/07.

Our websites or applications may contain links to external sites. These sites operate under separate privacy policies, and we are not responsible for their content or data handling practices.

WHAT IF YOU HAVE A COMPLAINT?

If you have concerns about how your personal information is handled, you may submit a complaint through our designated contact channels. Additionally, complaints may be lodged with the relevant data protection authority.

For further inquiries regarding this privacy notice or to exercise your rights, please contact us through our official communication channels.

This privacy notice may be updated periodically, and any changes will be reflected in the most current version available on our website.