



## **ibex Commodities Ltd**

First Floor, 43 High Street  
Tunbridge Wells  
Kent TN1 1XL

Tel: +44 (0)1892 531311  
broking@ibexcommodities.co.uk  
www.ibexcommodities.co.uk

### **General Data Protection Regulation policy**

Under the General Data Protection Regulation (GDPR), we are required to publish information about what data we collect, why we need to store it, and your rights under the GDPR legislation.

#### **Confidentiality**

We have always, and continue to, treat all data we receive as strictly confidential.

#### **GDPR policy**

##### **Basis of and scope of data storage:**

We store and process data only as agreed by the client or as required in order to perform services requested by the client. We regard all details we do store as confidential.

We do not engage in any profiling activities.

We never share data with 3<sup>rd</sup> parties (e.g. for advertising, marketing, data analysis or similar).

##### **How we obtain data:**

Data we hold will consist solely of information that you provide to us (e.g. any and all contact details you enter on correspondence), or is determined through your direct interaction with our website (e.g. your IP address)

##### **Data we hold consists of:**

Contact information:

Your name. Company name. Postal address. Country. Email addresses (if applicable). Telephone number (if applicable).

This is used so that we can contact you when needed (e.g. to send contracts, invoices, reports, communicate information affecting our service to you, etc).

Information you supply relating to normal business communications.

Information we have received via email.

We may also store your IP address for security reasons.

We retain personal/company data that you supply for as long as you are a client with an active Account, and for as long as we are legally required to do so (e.g. by tax, accounting and FCA Regulations).

Where data may exist on back-ups, these are regularly changed and expired files (etc) are securely disposed of when backup media is expired or replaced.

General enquiries via email, telephone or any form of electronic communication text, Instant Message from existing customers, that may potentially relate to a financial transaction, will be kept for a minimum of 6 years as required by the Financial Conduct Authority. It will be deleted thereafter.

## **Your Rights**

### **Right of access and rectification**

If you are a client and have need to check any information we hold about you, or need to correct inaccurate information, please contact GDPR Officer Brian Gibson [brian@ibexcommodities.co.uk](mailto:brian@ibexcommodities.co.uk).

### **Right to erasure**

If you decide that you no longer need our services and want the data we hold to be deleted, you may cancel your account at any time and we will remove your data once we are legally able to do so.

If you are not a client, but have contacted us via email/letter, and want any emails, letters, Instant Messages, Texts, phone calls, you may have sent, to be erased please contact our GDPR Officer and we will be happy to arrange that.

If you take no action, the data will be securely disposed automatically in due course as part of our routine maintenance activities.

### **Complaints, corrections or objections**

If you have any questions or concerns about information we hold about you, or need to correct inaccurate information, please contact our GDPR Officer.