



Privacy Policy

Version 1.0 – November 2025

By accepting this Privacy Policy document, you acknowledge and confirm that our official legally binding language is English. In the event of any discrepancy or inconsistency between any documentation, information, and communications in any other language other than English, the English documentation, information, and communications shall prevail.

Our Commitment to You

Thank you for showing interest in our service. For us, to provide you with our service we are required to collect and process certain personal data about you and your activity.

By entrusting us with your personal data, we would like to assure you of our commitment to keep such information private and to operate in accordance with all regulatory laws and all EU data protection laws, including General Data Protection Regulation (GDPR) 679/2016 (EU).

We have taken measurable steps to protect the confidentiality, security, and integrity of this data. We encourage you to review the following information carefully.

River Prime Europe Ltd, a Cyprus Investment Firm (CIF No. 451/24) regulated by the Cyprus Securities and Exchange Commission (CySEC), is committed to protecting your privacy and personal data in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR) and applicable Cypriot data protection laws.

Grounds for data collection

Processing of your personal information (meaning, any data which may potentially allow your identification with reasonable means; hereinafter "**Personal Information**") is necessary for the performance of our contractual obligations towards you and providing you with our services, to protect our legitimate interests and for compliance with legal and financial regulatory obligations to which we are subject.

River Prime Europe Ltd acts as the Data Controller for the purposes of this Privacy Policy, determining the purposes and means of processing your personal data.

When you use our services, you consent to the collection, storage, use, disclosure and other uses of your Personal Information as described in this Privacy Policy.

How do we receive information about you?

We receive your Personal Information from various sources:

1. When you voluntarily provide us your personal details in order to create a River Prime Europe Ltd account (for example your name and email address);
2. When you use or access our site and services, in connection with your use of our services (for example, your financial transactions);
3. From third party providers and services, such as credit reference agencies, fraud prevention agencies, identity verification vendors, banks, authentication service providers and public registers.

What type of information we collect?

In order to open a River Prime Europe Ltd account, and in order to provide you with our services we will need you to collect the following information:

Personal Information

We collect the following Personal Data about you:

- **Registration data** – your name, email address, phone number, occupation, country of residency, and your age (in order to verify you are over 18 years of age and eligible to participate in our service).
- **Voluntary data** – when you communicate with us (for example when you send us an email or use a “contact us” form on our site) we collect the personal data you provided us with.
- **Financial data** – by its nature, your use of our services includes financial transactions, thus requiring us to obtain your financial details, which includes, but not limited to your payment details (such as bank account details and financial transactions performed through our services).
- **Technical data** – we collect certain technical data that is automatically recorded when you use our services, such as your IP address, MAC address, device approximate location.

Non-Personal Information

We record and collect data from or about your device (for example your computer or your mobile device) when you access our services and visit our site. This includes, but not limited to: technical identifiers (such as device ID, browser type, operating system version, language preferences, time zone, and session duration). This will facilitate our ability to improve our service and personalize your experience with us.

All third-party service providers acting on behalf of the Company are bound by contractual obligations to process personal data only under our instructions and in compliance with Article 28 of the General Data Protection Regulation (GDPR).

If we combine Personal Information with non-Personal Information about you, the combined information will be treated as Personal Information for as long as it remains combined.

Tracking Technologies

When you visit or access our services we use (and authorize 3rd parties to use) pixels, cookies, events and other technologies ("Tracking Technologies"). Those allow us to automatically collect information about you, your device and your online behavior, in order to enhance your navigation in our services, improve our site's performance, perform analytics and customize your experience on it. In addition, we may merge information we have with information collected through said tracking technologies with information we may obtain from other sources and, as a result, such information may become Personal Information.

To learn more about our Tracking Technologies please visit our website for the Cookie Policy.

How do we use the information we collect?

- **Provision of service** - we will use your Personal Data you provide us for the provision and improvement of our services to you.
- **Marketing purposes** - we will use your Personal Data (such as your email address or phone number). For example, by subscribing to our newsletter you will receive tips and announcements straight to your email account. We may also send you promotional material concerning our services or our partners' services (which we believe may interest you), including but not limited to, by building an automated profile based on your Personal Data, for marketing purposes. You may choose not to receive our promotional or marketing emails (all or any part thereof) by clicking on the "unsubscribe" link in the emails that you receive from us. Please note that even if you unsubscribe from our newsletter, we may continue to send you service-related updates and notifications, or reply to your queries and feedback you provide us.
- **Opt-out of receiving marketing materials** - If you do not want us to use or share your personal data for marketing purposes, you may opt-out in accordance with this "Opt-out" section. Please note that even if you opt-out, we may still use and share your personal information with third parties for non-marketing purposes (for example to fulfill your requests, communicate with you and respond to your inquiries, etc.). In such cases, the companies with whom we share your personal data are authorized to use your Personal Data only as necessary to provide these non-marketing services.
- **Analytics, surveys and research** - we are always trying to improve our services and think of new and exciting features for our users. From time to time, we may conduct surveys or test features, and analyze the information we have to develop, evaluate and improve these features.
- **Protecting our interests** - we use your Personal Data when we believe it's necessary in order to take precautions against liabilities, investigate and defend ourselves against any third-party claims or allegations, investigate and protect ourselves from fraud, protect the security or integrity of our services and protect the rights and property River Prime Europe Ltd, its users and/or partners.
- **Enforcing of policies** - we use your Personal Data in order to enforce our policies, including but limited to our Terms, or Client Agreement.
- **Compliance with legal and regulatory requirements** - we also use your Personal Data in order to perform our regulatory requirements such as client identification or due diligence as stated in the Prevention and Suppression of Money Laundering and Terrorist Financing Laws of 2007-2018 and Directive for the Prevention and Suppression of Money Laundering and Terrorist Financing, or to comply with our obligations regarding the Investment Services and Activities and Regulated Markets Law of 2017, Regulation (EU) No 600/2014, the Directive 2014/57/EU and the Regulation (EU) No 596/2014, or to comply with a subpoena or similar legal process.

With whom do we share your personal information?

- **Internal concerned parties** - we share your data with companies in our group, as well as our employees limited to those employees or partners who need to know the information in order to provide you with our services.
- **Financial providers and payment processors** - we share your financial data about you for purposes of accepting deposits or performing risk analysis.
- **Business partners** - we share your data with business partners, such as storage providers and analytics providers who help us provide you with our service.
- **Legal and regulatory entities** - we may disclose any data in case we believe, in good faith, that such disclosure is necessary in order to enforce our Terms or Client Agreement, take precautions against liabilities, investigate and defend ourselves against any third party claims or allegations, protect the security or integrity of the site and our servers and protect the rights and property of River Prime Europe Ltd, its users and/or partners. We may also disclose your personal data where requested by our supervisor (the Cyprus Securities and Exchange Commission License Number 451/24), or any other regulatory authority having control or jurisdiction over us, you or our associates or in the territories we have clients or providers, as a broker.
- **Merger and acquisitions** – we may share your data if we enter into a business transaction such as a merger, acquisition, reorganization, bankruptcy, or sale of some or all of our assets. Any party that acquires our assets as part of such a transaction may continue to use your data in accordance with the terms of this Privacy Policy.

Transfer of data outside the EEA

Please note that some data recipients may be located outside the EEA. In such cases we will transfer your data only to such countries as approved by the European Commission as providing adequate level of data protection, or enter into legal agreements ensuring an adequate level of data protection.

Where transfers occur outside the EEA, we rely on (i) adequacy decisions adopted by the European Commission, or (ii) standard contractual clauses approved by the European Commission, to ensure that your personal data enjoys an equivalent level of protection as within the EEA.

How we protect your information

We have implemented administrative, technical, and physical safeguards to help prevent unauthorized access, use, or disclosure of your personal information. We use 'Secure Socket Layer (SSL)' as well as 'Transport Layer Security (TLS)' encryption technologies in order to protect the information that is being submitted to us by you. Your information is stored on secure servers and isn't publicly available. We limit access of your information only to those employees or partners that need to know the information in order to enable the carrying out of the agreement between us.

You need to help us prevent unauthorized access to your account by protecting your password appropriately and limiting access to your account (for example, by signing off after you have finished accessing your account). You will be solely responsible for keeping your password

confidential and for all use of your password and your account, including any unauthorized use.

While we seek to protect your information to ensure that it is kept confidential, we cannot absolutely guarantee its security. You should be aware that there is always some risk involved in transmitting information over the internet. While we strive to protect your Personal Information, we cannot ensure or warrant the security and privacy of your personal Information or other content you transmit using the service, and you do so at your own risk.

Retention

We will retain your personal information for as long as necessary to provide our services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies. Retention periods will be determined taking into account the type of information that is collected and the purpose for which it is collected, bearing in mind the requirements applicable to the situation and the need to destroy outdated, unused information at the earliest reasonable time. We will keep records containing client personal data, trading information, account opening documents, communications and anything else for at least 5 years and up to 7 years (where it is requested by CySEC) from the end of our business relationship, as required by the Investment Services and Activities and Regulated Markets Law of 2017, the Prevention and Suppression of Money Laundering and Terrorist Financing Laws of 2007-2018 and Directive for the Prevention and Suppression of Money Laundering and Terrorist Financing.

When determining the appropriate retention period, we consider the volume, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure, the purposes for which we process your data, and applicable legal, accounting, and reporting requirements.

For more information on the retention period of a document or information, please contact our Data Protection Officer ("DPO") using the details provided below:

Email : compliance@riverprime.eu

Attn. DPO, River Prime Europe Ltd, registration number **HE 433395**

User Rights

You may request to:

- a. Receive confirmation as to whether or not personal information concerning you is being processed, and access your stored personal information, together with supplementary information.
- b. Receive a copy of personal information you directly volunteer to us in a structured, commonly used and machine-readable format.
- c. Request rectification of your personal information that is in our control.
- d. Request erasure of your personal information.
- e. Object to the processing of personal information by us.
- f. Request to restrict processing of your personal information by us.
- g. Lodge a complaint with a supervisory authority.

However, please note that these rights are not absolute, and may be subject to our own legitimate interests and regulatory requirements.

HOW TO CONTACT US?

If you wish to exercise any of the aforementioned rights, or receive more information, please contact our Data Protection Officer ("DPO") using the details provided below:

Email: compliance@riverprime.eu

Attn. DPO, River Prime Europe Ltd, registration number **HE 433395**

If you decide to terminate your account, you may do so by emailing us at compliance@riverprime.eu. If you terminate your account, please be aware that personal information that you have provided us may still be maintained for legal and regulatory reasons (as described above), but it will no longer be accessible via your account.

CONTACT DETAILS OF THE COMMISSIONER OF PERSONAL DATA PROTECTION

The Commissioner for personal data protection is an independent public authority responsible for monitoring the implementation of Regulation (EU) 2016/679 (GDPR) and other laws aiming at the protection of individuals with regards to the processing of their personal data.

If you have contacted our DPO and your concerns were not addressed, you may lodge a complaint with the Commissioner. For lodging a complaint, you are requested to fill in one of the forms that can be found in our website, depending on the case, and send it to the Commissioner

Website: <http://www.dataprotection.gov.cy/>

Email: commissioner@dataprotection.gov.cy

Postal address: P.O.Box 23378, 1682

Nicosia, Cyprus Telephone: +357 22818456

Fax: +357 22304565

Updates to this Policy

This Privacy Policy is subject to changes from time to time, at our sole discretion. The most current version will always be posted on our website (as reflected in the "Last Updated" heading). You are advised to check for updates regularly. In the event of material changes, we will provide you with a notice. By continuing to access or use our services after any revisions become effective, you agree to be bound by the updated Privacy Policy.