

Privacy Policy

Last Updated: 16/06/2026

1. Introduction

HankoX ("HankoX," "we," "our," or "us") is committed to protecting the privacy and security of our clients, website visitors, and business partners. This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you access our website, open an account, use our trading services, or otherwise interact with us.

By using our services, you acknowledge that you have read and understood this Privacy Policy.

2. Information We Collect

We may collect and process the following categories of information:

Personal Identification Information

- Full name
- Date of birth
- Nationality
- Residential address
- Email address
- Telephone number
- Government-issued identification documents
- Tax identification numbers where applicable

Financial Information

- Deposit and withdrawal records
- Trading account information
- Transaction history

Technical Information

When you access our website or trading platforms, we may automatically collect:

- IP address
- Browser type and version
- Device information



- Operating system
- Login information
- Platform usage data
- Website activity and analytics data

Communications

We may retain records of:

- Emails
- Live chat conversations
- Customer support communications
- Telephone calls where legally permitted

3. How We Use Your Information

We use personal information for the following purposes:

Account Management

- Opening and maintaining trading accounts
- Processing deposits and withdrawals
- Verifying identity and eligibility
- Providing customer support

Service Delivery

- Executing and managing trading transactions
- Providing trading platforms and related services
- Managing client relationships
- Improving user experience

Legal and Regulatory Compliance

- Meeting KYC and AML obligations
- Fraud prevention and detection
- Risk management
- Responding to lawful requests from regulators, courts, or government authorities

Marketing and Communications

Subject to applicable laws and your communication preferences, we may use your information to:



- Send service-related notifications
- Provide market updates and educational materials
- Inform you about products, services, promotions, or events

You may opt out of marketing communications at any time.

4. Legal Basis for Processing

Where applicable under relevant data protection laws, we process personal information on one or more of the following legal grounds:

- Performance of a contract
 - Compliance with legal obligations
 - Legitimate business interests
 - Your consent
 - Protection against fraud and financial crime
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5. Sharing of Information

We may share personal information with:

Service Providers

Third-party vendors that assist with:

- Payment processing
- Identity verification
- Cloud hosting
- Data analytics
- Customer support services
- Marketing and communication services

Business Transfers

In the event of a merger, acquisition, restructuring, or sale of assets, personal information may be transferred as part of the transaction, subject to applicable confidentiality obligations.

We do not sell personal information to third parties.

6. International Data Transfers

Your personal information may be transferred to and processed in jurisdictions outside your country of residence. Where such transfers occur, we take reasonable measures to ensure appropriate safeguards are implemented to protect your information in accordance with applicable laws.

7. Data Retention

We retain personal information only for as long as necessary to:

- Provide our services
- Fulfill legal and regulatory obligations
- Resolve disputes
- Enforce agreements

Retention periods may vary depending on regulatory requirements and the nature of the information.

8. Data Security

We implement appropriate technical, administrative, and organizational safeguards designed to protect personal information against:

- Unauthorized access
- Loss
- Misuse
- Alteration
- Disclosure
- Destruction

While we strive to protect your information, no method of electronic transmission or storage can be guaranteed to be completely secure.

9. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Maintain website functionality
- Remember user preferences

- Analyze website traffic
- Improve platform performance
- Support marketing and advertising activities

You can manage cookie preferences through your browser settings. Disabling certain cookies may affect website functionality.

10. Your Rights

Depending on your jurisdiction, you may have rights including:

- Access to your personal information
- Correction of inaccurate information
- Deletion of personal information
- Restriction of processing
- Data portability
- Objection to processing
- Withdrawal of consent where processing is based on consent

Requests may be subject to verification and legal limitations.

11. Third-Party Websites

Our website or trading platforms may contain links to third-party websites. We are not responsible for the privacy practices, content, or security of external websites. We encourage users to review the privacy policies of those third parties.

12. Children's Privacy

Our services are intended only for individuals who are legally permitted to enter into financial transactions in their jurisdiction. We do not knowingly collect personal information from minors.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated revision date. Continued use of our services after changes become effective constitutes acceptance of the updated Privacy Policy.

14. Contact Us

If you have any questions regarding this Privacy Policy or our data handling practices, please contact us:

HankoX

Email: support@hanko-x.com

Website: www.hanko-x.com

Address: HankoX Global Markets Limited, Blake Building, Corner Houston & Eyre Street, Belize City, Belize.