

Privacy Policy

Issued by Traders Bay

Website: www.tradersbayfx.com



Privacy Policy

Effective Date: 16/02/2021

1. Introduction

This Privacy Policy explains how Traders Bay ("we", "our", "us") collects, uses, discloses, and protects personal information provided by users ("you") when visiting our website at www.tradersbayfx.com and using our services.

We are committed to protecting your privacy in compliance with the Protection of Personal Information Act (POPIA) and other applicable data protection laws such as GDPR.

2. What Information We Collect

We may collect and process the following information:

- Full name
- Email address
- Phone number
- Country and IP address
- Payment or billing information (processed via secure third parties)
- Testimonials (written, audio, video)
- Pages visited and interactions on our website (via cookies and analytics tools)

3. How We Collect Information

Information is collected when you:

- Fill out forms or register on our site
- Make a purchase or payment
- Subscribe to our newsletter
- Contact us via WhatsApp, live chat, or social media
- Interact with website elements (e.g., comment boxes, sign-up forms)

4. How We Use Your Information

We may use your information to:

- Deliver the services and mentorship you signed up for
- Process payments securely
- Send important updates, confirmations, or support messages
- Share client success stories or testimonials (with your consent)
- Improve our website, offerings, and marketing efforts
- Comply with legal obligations

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5. Sharing of Information

We do not sell or rent your personal data.

We may share your information with:

- Trusted service providers (e.g., payment processors, email platforms)
- Legal authorities, if required to comply with law or protect our rights
- Internal team members assisting with mentorship and support

6. Testimonials & Public Use

By submitting testimonials, feedback, or success stories, you agree that we may use this content (text, image, video) for marketing, education, and brand promotion – unless otherwise requested in writing.

7. Cookies & Tracking

We use cookies and analytics tools (e.g., Google Analytics, Facebook Pixel) to improve user experience, monitor site traffic, and offer relevant marketing. You may manage cookies in your browser settings.

8. Data Security

We implement strong security measures to protect your personal data, including encryption, access control, and secure storage systems. However, no system is 100% foolproof – always use caution when submitting personal data online.

9. Your Rights

You have the right to:

- Access your personal data
- Correct or update your information
- Request deletion (within legal and contractual limits)
- Object to certain uses of your data
- Withdraw consent for marketing communications

To exercise your rights, contact us using the details below.

10. International Users

If you are accessing our website from outside South Africa, your data may be transferred, stored, or processed in accordance with South African data protection laws.

11. Changes to This Policy

We may update this Privacy Policy from time to time. You will be notified of any significant changes via our website or official communication channels.

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12. Contact Us

For any privacy-related questions or to exercise your rights, please contact:

📞 WhatsApp: +1 (236) 360-5936 or +27 61 733 0284

🌐 Website: www.tradersbayfx.com

