

PRIVACY POLICY

This policy offers a simple breakdown of how we handle your personal information.

By using the Troy Gold App, you are consenting to being bound by this Privacy Policy.

This policy sets out:

- What information we collect;
- How we use that information;
- Which third parties we may disclose that information to; and
- The choices you have with regard to the use of your personal information.

Your privacy matters to us so please take time to get to know our practices and, if you have any questions, please contact us at support@troygold.app

WHAT INFORMATION WE COLLECT

The information we collect about you may include:

- Contact information (such as your name, email, telephone number and address) that you provide by completing forms on the Troy Gold App;
- Information in accordance with the Financial Intelligence Centre Act (“FICA”);
- Your login and password details;
- Your bank account details;
- Copies of your current valid government-issued photo identification;;
- Details of any transactions you make through the Troy Gold platform;
- Information provided via your mobile devices, such as your location, phone ID, mobile user name, password, contacts, location;
- Communications with us (for example, when you ask for support, send us requests, questions or comments, or report a problem, whether by mail, telephone, online, or any other means);

HOW WE USE YOUR INFORMATION

We collect, use, and process your information for the following purposes:

- To provide you with access to your Troy Gold account and services;
- To notify you about important changes/developments to Troy Gold platform, services, industry developments, offers and events held by Troy Gold;
- To provide reports and for general management purposes (e.g. invoicing, account management)
- To communicate with you including responding to your enquiries and/or complaints and resolving disputes;

- To comply with regulatory requirements and provide assistance to law enforcement agencies;
- To improve and develop our services and quality assurance to you;
- To prevent, detect or prosecute cases of fraud/crime and comply with legal and regulatory obligations;
- To protect our interests and other related purposes.

You can contact us at any time to request or correct the information that we have about you. Please contact us at support@troygold.app with any questions relating to your information that we control.

HOW WE SHARE YOUR INFORMATION

While we treat your information as private and confidential, the information may be disclosed, disseminated and/or transferred to the following :-

- Entities and businesses affiliated with Troy Gold, for the purposes of providing you with latest marketing offers which may be of interest to you;
- Agent or contractors appointed by us to act on our behalf;
- Regulatory, government bodies or other authorities, if required or authorised to do so to discharge any regulatory function under any law or in relation to any order or judgment of a court;
- Any parties authorised by you;

HOW WE SECURE AND RETAIN YOUR INFORMATION

The security of your information is our priority. We keep, protect and process your information in a secure manner by maintaining physical and electronic safeguards, in compliance with applicable regulations.

We ensure that access by Troy Gold or its affiliates to your information which you have provided to us is limited to authorised employees who are trained in handling your information. These authorised personnel are required to ensure the confidentiality of your information and to respect your privacy at all times.

We will retain your information for as long as you have an open Troy Gold account or as is needed to provide you with the Troy Gold services. If you wish to terminate your account or request that we no longer use your information to provide you services, please contact us on support@troygold.app. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

YOUR OBLIGATION TO SUPPLY AND UPDATE YOUR INFORMATION

To enable us to provide you services, you are required to provide the information deemed necessary by Troy Gold as indicated in respective application or service

forms. Should you decline to provide such information, we may not be able to provide you with our products or services.

Keeping your data and information accurate and updated is very important to us. You are responsible to ensure that the information which you provide to us is accurate, complete and not misleading and that such information.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. If we make material changes to this policy, we will notify you that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it. By continuing to use the Troy Gold services, you agree to be bound by the updates to this Privacy Policy.

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact us at support@troygold.app