

Privacy Policy

This Privacy Policy (the “Policy”) governs the collection, processing, use, storage, and disclosure of personal information by **Skylink Markets** and any affiliated entities with which you have registered or obtained access (collectively, “Skylink Markets,” “we,” “us,” or “our”).

This Policy applies to all personal information obtained through Skylink Markets’ websites, mobile applications, digital platforms, online products, and any related services that reference or incorporate this Policy (collectively, the “Services”), as well as any other interactions you may have with Skylink Markets.

1. Scope and Data Controller

Skylink Markets acts as the data controller for personal information collected through www.skylinkmarkets.com and associated digital platforms (the “Site”), in accordance with applicable data protection laws.

This Policy also applies to information relating to authorized client representatives and other individuals (such as directors or beneficial owners of corporate clients) encountered in the course of providing our Services.

2. How We Collect Your Information

A. Information You Voluntarily Provide

We collect personal information that you choose to provide when you interact with us, including when you:

- Register for an account
- Use our Services
- Complete online forms
- Participate in promotions
- Execute transactions
- Apply for employment
- Contact customer support
- Communicate with us via email, chat, phone, or social media

Account Registration

When you open an account, we may collect basic information such as your name, email address, phone number, and login credentials. This information is used to create and manage your account and communicate with you regarding our Services.

Profile & Verification Information

You may provide additional details such as demographic data, identification information, financial background, employment details, and trading objectives. For identity verification and security purposes, we may request supporting documents (e.g., passport, national ID, utility bill).

This information helps us to:

- Verify your identity
- Perform internal compliance and security checks
- Communicate regarding your account
- Assess suitability and risk
- Improve and personalize our Services

Communications

We collect information contained in communications you send to us. Calls, emails, and chats may be recorded and retained for training, quality assurance, dispute resolution, and compliance purposes.

B. Automatically Collected Information

When you access or use our Services, we may automatically collect certain information, including:

1. **Transactional Information** – Details of deposits, withdrawals, trades, and account activity.
2. **Log & Usage Data** – IP address, browser type, pages visited, timestamps, and diagnostic data.
3. **Device Information** – Device type, operating system, unique identifiers, and network data.
4. **Activity Records** – Trading history, platform usage, and user-generated content.
5. **Approximate Location Data** – Non-precise location data derived from IP address or device settings.

6. **Tracking Technologies** – Data collected via cookies, pixels, and similar tools, as described in our Cookie Policy.

C. Information from Third Parties

We may receive information about you from third-party sources such as identity verification providers, payment service providers, analytics partners, or social media platforms (where you choose to link accounts), in accordance with their privacy policies.

3. How We Use Your Information

We use personal information to:

- Provide, operate, and improve our Services
- Create, manage, and secure client accounts
- Process transactions and account activities
- Conduct identity verification and fraud prevention
- Meet legal, regulatory, and compliance requirements
- Monitor platform activity and ensure security
- Respond to inquiries and provide customer support
- Analyze usage trends and develop new products
- Communicate service updates and relevant notices
- Support corporate transactions or restructuring

4. Sharing of Information

We do **not** sell personal data. Information may be shared only in the following circumstances:

- With Skylink Markets' affiliates
- With trusted service providers under confidentiality obligations
- With financial institutions and payment processors
- In connection with mergers, acquisitions, or asset sales

- When required by law or legal process
- To protect the rights, safety, or property of Skylink Markets, clients, or others
- With your consent, where applicable

5. Your Rights and Choices

Depending on your jurisdiction, you may have rights to:

- Access your personal data
- Correct inaccurate information
- Request deletion (subject to legal obligations)
- Restrict or object to certain processing
- Request data portability

Exercising Your Rights

Requests may be submitted via your account dashboard or by contacting us at support@skylinkmarkets.com. Identity verification may be required before processing requests.

Marketing Preferences

You may opt out of promotional communications at any time using the unsubscribe option provided. Service-related messages may still be sent.

6. International Data Transfers

Your personal data may be transferred to and processed in countries outside your country of residence. Where applicable, we implement appropriate safeguards to ensure an adequate level of data protection in line with applicable laws.

7. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes outlined in this Policy or to meet legal, regulatory, or contractual obligations.

8. Security Measures

We implement appropriate administrative, technical, and physical safeguards to protect personal data, including encryption, access controls, and secure infrastructure. However, no method of transmission over the internet is completely secure.

9. Protection of Minors

Our Services are not intended for individuals under the age of 18 (or the legal age of majority in their jurisdiction). We do not knowingly collect personal data from minors.

10. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our Site with an updated effective date.

11. Third-Party Links

Our Site may contain links to third-party websites. Skylink Markets is not responsible for the privacy practices or content of external sites. Users are encouraged to review third-party privacy policies independently.

12. Contact Us

Please ensure your personal information remains accurate and up to date. For questions, requests, or concerns regarding this Privacy Policy, contact us at:

Email: support@skylinkmarkets.com

We may request additional information to verify your identity before processing certain requests.