

PRIVACY POLICY

Update Date: June 2020

PRIVACY POLICY

PURPOSE

Our Privacy policy outlines the use, collection and disclosure of personal information collected on individuals and corporations when Royal's products and services are purchased and or considered. The policy applies at the time of initiation of client relationship with Royal.

Where in this policy the terminology used refers to "we", "us", "our" it shall refer to Royal ETP LLC and where the terminology used refers to "you", "the client", "your" it shall refer to the individual to whom this policy pertains to.

Personal Information we collect:

It is important to understand why and how we collect and use this information; we may gather data from you such as:

- Your Name,
- Age
- Location,
- Telephone Number,
- Email Address,
- And other related information to products or services provided by Royal which is reasonably necessary.

In accordance with the applicable laws and regulations in force in Saint Vincent and Grenadine, Royal will never collect sensitive information about an individual without prior written consent, or where the law requires us to do so.

The present privacy statement and/or policy also provides an overview of how the Company collects, processes and uses your personal data and informs you about your rights under the local data protection law and the EU General Data Protection Regulation ("GDPR").

DISCLOSURE OF PERSONAL INFORMATION

As per this policy, Royal may occasionally disclose your personal information to additional parties. Some examples of parties Royal may disclose to can be found beneath: may disclose to can be found beneath:

Individuals or companies employed by Royal, whether staff or contracted, either in Saint Vincent and the Grenadines or overseas;

Financial related institutions and other comparable associations regarding our corporate activities or that are named by you; Organisations which you or any persons acting on your behalf request us to, which may include your financial adviser, broker, solicitor or accountant.

We may disclose information to third parties provided to us by you in order to substantiate your identity(ies) and other personal details, in accordance with the applicable and relevant Anti-Money Laundering and Counter-Financing of Terrorism laws and regulations in force.

Certain products and services issued by Royal may link our clients to third party websites, Royal does not control these websites and therefore the information and privacy rules may differ from Royal's policy. Clients should review the information and Privacy policy of the third party before submitting information or consenting to the use of that information by the third party.

Royal records incoming and outgoing calls between you and Royal representatives. As such these recordings or transcripts may be used as evidence in the event of a dispute between you and Royal.

HOW WE KEEP YOUR INFORMATION SECURE

Royal is committed to the protection of your privacy in accordance with the applicable laws and regulations in force in Saint Vincent and the Grenadines. Your privacy is important to Royal and as such we take plausible steps to fend off your personal information from misuse, interference by unauthorised persons, loss, unauthorised access, erroneous modification and unauthorised disclosure.

REFUSAL TO PROVIDE INFORMATION

The client is not obligated to provide Royal with any information we request, noting that refusal to provide the personal information needed may cause Royal to reject an account or we will not be able to provide the client with a fully functional account services.

Royal makes every plausible effort to obtain and record true, accurate, updated information from the client, and the client should inform Royal of about any changes that may arise with regards to the information provided.

OUR COOKIE POLICY

Royal may use "cookies. Your web browser places cookies on your hard drive for record keeping and sometimes tracks information about you. You may choose to disable cookies or alerts when cookies are sent however, doing so may not allow web pages to function correctly.

Royal uses this information or statistics to improve its website or generate promotions, contest, surveys and alike according to its users' interests.

MAKING A COMPLAINT

It is Royal policy that all complaints undergo an internal review process. Royal aims to provide a resolution to all complaints within 14 days from date of complaint. If you are dissatisfied with the conclusion you are welcome to contact Royal to discuss the outcome.

CONTACT US

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