

Privacy Policy

I. Introduction

This Privacy Policy explains how GEM Introducing Financial Services L.L.C. ("**GEM**", "**we**", "**our**" or "**us**") collects, uses, discloses, stores, and protects Personal Data relating to its clients and prospects in the course of operating as a Category 5 Introducing Broker under License No.1493221. GEM acts as Data Controller in respect of the personal data it collects and processes in connection with client introduction activities. Certain onboarding and customer relationship management processes are outsourced to Brokers, who act as Data Processors strictly in accordance with GEM's documented instructions and Applicable Law. Personal Data processed for client introduction purposes may be stored within systems hosted or maintained by the Brokers or their authorised service providers for the purpose of providing outsourced services to GEM.

2. Definitions

In this Privacy Policy, unless the context otherwise requires, capitalised terms have the following meanings:

- "**AML**" has meaning as defined in clause 4.1(c);
- "**Applicable Law**" means all laws and regulations of the United Arab Emirates applicable to the Introducer, the Broker or a Client in connection with these Terms, including UAE Federal Decree-Law No. 45 of 2021 (as amended) on the Protection of Personal Data, applicable anti-money laundering and counter-terrorist financing legislation and the rules, regulations, directives, circulars and guidance issued by the CMA regulations applicable to the Introducer's Category 5 licence;
- "**Broker**" means an independently regulated financial services provider to whom GEM introduces prospective clients in connection with the services;
- "**Client**" "**you**" and "**your**" means any existing or prospective client who makes an enquiry with GEM or is introduced by GEM to a Broker in connection with its introducing activities;
- "**CDD**" has meaning as defined in clause 4.1(c)
- "**Data Controller**" means an establishment or natural person that has Personal Data and by virtue of its activity, determines, whether individually or jointly with other persons or establishments, the method and criteria for processing that Personal Data and the purpose of such processing. GEM acts as Data Controller in respect of Personal Data it collects and processes in connection with its introducing activities, as further described in Section 6 (Our Role and the Role of Our Processor);

- **"Data Processor"** means an establishment or natural person that processes Personal Data. Brokers and other third-party service providers engaged by GEM to process Personal Data act as Data Processors, as further described in Section 6 (Our Role and the Role of Our Processor);
- **"KYC"** has meaning as defined in clause 4.1(c); and
- **"Personal Data"** means any data relating to an identified or identifiable natural person, whether directly or indirectly, in accordance with Applicable Law.

3. What Personal Data We Collect

- 3.1. We collect and process Personal Data that you provide to us when you communicate or otherwise interact with us, including through enquiries, onboarding, correspondence, our website, telephone calls, meetings, referrals or otherwise in connection with our introducing activities, that is collected on our behalf by Brokers acting as Data Processors or that we receive from third parties where permitted or required by Applicable Law. Depending on the nature of your relationship with us and the services requested, the categories of Personal Data we may collect and process may include:
- a. identity and contact information, including your name, date of birth, nationality, passport details, Emirates ID details and other government-issued identification;
 - b. identity and contact information;
 - c. residential address and correspondence details;
 - d. information received from identity verification, customer due diligence, AML, sanctions screening and other compliance service providers;
 - e. employment, occupation and source of funds or source of wealth information, where required to comply with Applicable Law;
 - f. records of communications, and correspondence, including telephone calls, emails and other communications with us, where permitted by Applicable Law;
 - g. referral details necessary to introduce you to the referred regulated entity;
 - h. information obtained from publicly available sources, regulatory authorities or third-party verification providers where permitted or required by Applicable Law; and
 - i. any other Personal Data that is necessary to facilitate our introducing activities, comply with Applicable Law or fulfil our contractual and regulatory obligations.



- 3.2. We may combine Personal Data obtained from different sources to the extent necessary to facilitate our introducing activities, comply with Applicable Law, maintain accurate records and fulfil our contractual, legal and regulatory obligations.

4. How and Why We Use Personal Data

- 4.1. We process Personal Data to;
- a. assess and onboard Clients;
 - b. facilitate our introducing activities and introductions to relevant regulated entities;
 - c. perform client onboarding, customer due diligence ("CDD"), know your client ("KYC"), anti-money laundering ("AML") and sanctions screening;
 - d. manage referrals;
 - e. communicate with you;
 - f. administer our relationship with you;
 - g. maintain our books, records and internal administrative processes;
 - h. comply with Applicable Law and regulatory obligations and lawful requests from competent authorities; and
 - i. protect our legal rights and legitimate business interests, including establishing, exercising or defending legal claims where permitted by Applicable Law.
- 4.2. We will process Personal Data solely to the extent necessary for the purposes set out in this Privacy Policy or as otherwise permitted or required by Applicable Law.

5. Disclosure of Personal Data

- 5.1. We may disclose or otherwise make available Personal Data only where necessary for the purposes described in this Privacy Policy or where permitted or required by Applicable Law.
- 5.2. We may disclose Personal Data:
- a. to Brokers acting as Data Processors on our behalf in connection with our introducing activities;
 - b. to the relevant regulated entity to facilitate your introduction and where necessary for onboarding, regulatory or compliance purposes;
 - c. to our professional advisers, auditors and legal advisers;



- d. to third-party service providers engaged by us to provide identity verification, customer due diligence, AML, sanctions screening, technology, data hosting, document management, communication or other operational support services;
- e. to regulators, governmental authorities, courts, law enforcement agencies or other competent authorities where required or permitted by Applicable Law;
- f. where necessary to establish, exercise or defend our legal rights or legal claims; and
- g. to any other person where you have provided your consent or where disclosure is otherwise permitted or required by Applicable Law.

5.3. We require Brokers acting as Data Processors and our third-party service providers to implement appropriate technical and organisational measures to protect Personal Data and to process Personal Data only in accordance with our instructions and Applicable Law.

6. Our Role and the Role of Our Processor

- 6.1. We act as the Data Controller in respect of the Personal Data that we process in connection with our introducing activities.
- 6.2. Where we engage Brokers or other third-party service providers to process Personal Data on our behalf, they act as Data Processors and process Personal Data in accordance with our instructions, Applicable Law and the applicable contractual arrangements.
- 6.3. We require our Data Processors to implement appropriate technical and organisational measures to protect Personal Data in accordance with Applicable Law.
- 6.4. You may contact us to exercise your rights in relation to your Personal Data in accordance with Applicable Law.

7. International Transfers and Hosting

- 7.1. Personal Data will be transferred to Brokers and other authorised Data Processors for processing and will be stored or hosted on systems maintained by such Data Processors where necessary to support our introducing activities and comply with Applicable Law.
- 7.2. Where Personal Data is transferred outside the United Arab Emirates, such transfers will be carried out in accordance with Applicable Law and where required, subject to appropriate safeguards.



8. Security Measures

- 8.1. Brokers and other Data Processors implement appropriate technical and organisational measures, including encryption, access controls, logging, monitoring, multi-factor authentication, documented backups and protections against unauthorised alteration or deletion.
- 8.2. Such measures may include, where appropriate, encryption, access controls, authentication measures, system monitoring, logging, backup procedures and other security safeguards.
- 8.3. While we take reasonable steps to protect Personal Data, no method of electronic transmission or storage is completely secure and we cannot guarantee the absolute security of Personal Data.

9. Confidentiality and Sub-Processing

- 9.1. Our Data Processors may not engage sub-processors to process Personal Data on our behalf unless authorised in accordance with the applicable contractual arrangements and Applicable Law.
- 9.2. Where sub-processors are engaged, they should be subject to contractual obligations that provide a level of protection for Personal Data that is substantially equivalent to those imposed on the relevant Data Processor.
- 9.3. Our Data Processors remain responsible for the performance of their authorised sub-processors in accordance with the applicable contractual arrangements, unless otherwise provided by Applicable Law.

10. Data Retention

- 10.1. We retain Personal Data only for as long as necessary for the purposes set out in this Privacy Policy or as otherwise required or permitted by Applicable Law. The period for which Personal Data is retained will depend on the nature of the Personal Data, the purpose for which it was collected, and our legal, regulatory and contractual obligations.
- 10.2. Without limiting the foregoing, KYC, CDD and AML records may be retained for at least five (5) years or such longer period as required or permitted by Applicable Law.
- 10.3. Where Personal Data is no longer required, we may securely delete, anonymise or otherwise dispose of it in accordance with Applicable Law.

II. Your Rights

You may contact GEM to exercise your rights in relation to your Personal Data, including access, correction, and restriction or objection to processing of your Personal Data in accordance with Applicable Law. We will consider and respond to requests in accordance with Applicable Law. Certain rights may be limited where

we are required to retain or otherwise process Personal Data to comply with Applicable Law, regulatory requirements or to establish, exercise or defend legal claims. A request for erasure or restriction may be refused, in whole or in part, where Personal Data must be retained to comply with AML, regulatory or other legal obligations or to establish, exercise or defend a legal claim and all requests and outcomes are documented.

12. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to operate the website and to understand how it is used. Further information about the categories of cookies we use, their purpose and how you can manage your cookie preferences is set out in our separate [Cookie Policy](#), available on our website.

13. Marketing Communications

Where you have consented to receive marketing communications from GEM, you may withdraw that consent and opt out at any time by contacting us using the details below or by using the unsubscribe mechanism included in the relevant communication. We will not send you marketing communications without your consent, except where permitted by Applicable Law.

14. Third-Party Links

Our website may contain links to the websites of Brokers or other third parties. This Privacy Policy does not apply to those third-party websites, and we encourage you to review the privacy policy published on any third-party website you visit.

15. How to Contact Us

If you have questions about this Privacy Policy or our handling of Personal Data, please contact us at GemAMLCompliance@gem-uae.com or write to GEM Introducing Financial Services L.L.C., Building 10, Office 108, Business Bay, Bay Square, Dubai, UAE.

16. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our data processing activities or legal obligations. The updated Privacy Policy will be published on GEM's website with a revised effective date and, where a change is material, we will take reasonable steps to notify you directly or through a prominent notice on our website in advance of it taking effect.