

# Privacy Policy

**BestWing Global**

**Last Updated: May 01, 2025**

## 1. Introduction

BestWing Global Markets Ltd (“we”, “us”, “BestWing”, or “BWG”) operates <https://bestwingglobal.com> (the “Website”).

We are committed to safeguarding your privacy and personal information in accordance with applicable international data protection laws, including the EU General Data Protection Regulation (GDPR), UK GDPR, the California Consumer Privacy Act (CCPA/CPRA), and the Australian Privacy Principles (APPs).

We handle your data in a lawful, transparent, and secure manner. This Privacy Policy explains what information we collect, how we use it, and the rights available to you.

## 2. Data Controller and Data Protection Officer

**Data Controller:** BestWing Global

**Email:** [support@bestwingglobal.com](mailto:support@bestwingglobal.com)

**Data Protection Officer (DPO):** [privacy@bestwingglobal.com](mailto:privacy@bestwingglobal.com)

If you are an EU or UK resident, you may also contact your local data protection authority (for example, the Information Commissioner’s Office (ICO) in the United Kingdom).

## 3. Personal Data We Collect

We may collect the following categories of personal data:

- **Identity and Contact Data:** Name, email address, postal address, and phone number.
- **Account and Profile Data:** Login credentials, account preferences, trading history, and account activity.
- **Transaction Data:** Payment details, deposit and withdrawal records, and invoices.
- **Technical and Device Data:** IP address, browser type, operating system, device identifiers, and cookies.
- **Usage Data:** Pages visited, session duration, click behaviour, and activity logs.

- **Communication Data:** Customer support messages, feedback forms, and marketing consents.
- **Fraud and Compliance Data:** Transaction patterns, AML/KYC verification data, and device fingerprints.

## 4. Purpose of Processing

Your personal data is processed for the following purposes:

- To create, maintain, and manage your BWG trading account.
- To process financial transactions and verify your identity.
- To communicate with you regarding account updates, features, or compliance matters.
- To provide marketing or educational information (with your consent).
- To detect, prevent, and investigate fraud, abuse, or AML violations.
- To comply with legal, regulatory, and audit obligations.
- To improve our Website, products, and trading experience through analytics.

## 5. Legal Basis for Processing (GDPR / UK GDPR)

For users in the European Union or the United Kingdom, BWG processes personal data based on:

- **Consent** – For marketing communications or non-essential cookies.
- **Contractual Necessity** – To provide services you have requested.
- **Legal Obligation** – To comply with AML, tax, or reporting laws.
- **Legitimate Interest** – To enhance security, improve performance, and prevent fraud.

## 6. Automated Decision-Making and Profiling

BWG may utilize automated systems for transaction screening, fraud detection, and account risk assessments.

These tools do not make final decisions without human review and are used solely for regulatory compliance and security purposes.

## 7. Your Rights

Depending on your location, you may have the right to:

- Access, correct, or delete your personal data.
- Restrict or object to processing.
- Request a copy of your data in a portable format.

- Withdraw consent for marketing at any time.
- Opt out of data sharing or sale (for California residents).
- Lodge a complaint with your data protection authority.

To exercise any of these rights, please contact [support@bestwingglobal.com](mailto:support@bestwingglobal.com). We verify all identity requests and respond within applicable legal timeframes.

## 8. Sharing and International Transfers

Your data may be shared with:

- **Service Providers:** Payment processors, hosting providers, analytics platforms, and CRM systems.
- **Affiliates and Regulatory Bodies:** Where required by law or for auditing purposes.
- **Law Enforcement:** In cases of suspected fraud, money laundering, or regulatory investigation.

If your personal data is transferred outside your jurisdiction (e.g., from the EU to the United States), BWG uses legally recognized safeguards, such as **Standard Contractual Clauses (SCCs)**, to ensure equivalent protection.

## 9. Data Retention

BWG retains personal data only as long as necessary for its intended purpose or as required by law.

Data Category	Retention Period	Legal Basis
Account Records	7 years after closure	Legal and regulatory requirements
Transaction Data	7 years	AML / Financial reporting
Marketing Preferences	Until the withdrawal of consent	Consent
Technical Logs	12 months	Legitimate interest
Cookies and Analytics	6 months	Consent

Once the retention period expires, data is securely deleted or anonymised.

## 10. Security Measures

We employ industry-standard security practices, including encryption, access control, firewalls, and intrusion detection systems

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While no system is fully secure, BWG follows strict incident-response protocols and will notify users and regulators in the event of a data breach, as required by law.

## 11. Children's Privacy

Our Website and services are not directed to individuals under 16 years old.

We do not knowingly collect data from children. If such data is discovered, it will be deleted immediately.

## 12. Cookies

BWG uses cookies to enable Website functionality, analyze usage, and personalize the user experience.

For more information, please refer to our **Cookie Policy**, which explains how cookies are used and how to manage your preferences.

## 13. Updates to This Policy

This Privacy Policy may be updated periodically to reflect changes in law or business operations.

Any updates will be posted on this page, accompanied by the revised "Last Updated" date. We encourage users to review this policy regularly.