

Privacy Policy

CWG MARKETS LIMITED ("Company", "we", "our", or "us") respects your privacy and is committed to protecting your personal data in accordance with the laws of the Hong Kong Special Administrative Region (HKSAR), including the Personal Data (Privacy) Ordinance (Cap. 486) ("PDPO"). This Privacy Policy sets out how we collect, use, disclose, and safeguard your personal data when you interact with us, use our website (<http://www.cwgmarkets.net>), or use our IT services.

1. Who We Are

CWG MARKETS LIMITED is a technology solutions provider based in Hong Kong. We do not offer financial services through any of our legal entities. Our business is strictly limited to the provision of IT-related services. The Company is registered and established under the Hong Kong Companies Ordinance.

2. What Personal Data We Collect

We collect personal data directly from you, automatically through your interaction with our services, and from third parties:

2.1 Data You Provide Voluntarily

- Identity and contact information
- Financial and billing information
- Any information submitted through forms, emails, or correspondence

2.2 Data We Collect Automatically

- IP address and device identifiers
- Browser type and version
- Location data (e.g. country or city)
- Usage data including access times and clicked links

2.3 Data from Third Parties

- Publicly available sources or third-party partners (where legally permitted)

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3. Use of Personal Data

We use your personal data for the following purposes and in accordance with the lawful bases set out under the PDPO:

- To provide and manage IT services
- To create and manage your user account
- To process enquiries and provide customer support
- To improve our website and services
- For audit, risk management, and legal compliance
- For marketing communications (with your consent)

4. Disclosure of Personal Data

We may share your data with:

- Our group companies and service providers who assist in our operations
- Regulatory or government bodies where required by law
- Other third parties with your explicit consent

5. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes we collected it for, or as required by applicable laws. Data that is no longer required will be securely deleted or anonymised.

6. Security of Personal Data

We have implemented appropriate technical and organisational measures to ensure the confidentiality, integrity, and security of your personal data.

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7. Your Rights Under Hong Kong Law

Subject to the PDPO, you have the right to:

- Access your personal data
- Correct any inaccuracies in your personal data
- Opt out of direct marketing
- Lodge a complaint with the Privacy Commissioner for Personal Data, Hong Kong

Requests to access or correct personal data should be made in writing to us at the contact details below.

8. Use of Cookies

Our website uses cookies to enhance user experience and analyse web traffic. You can manage your cookie preferences through your browser settings. Please refer to our Cookie Policy for more details.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our data handling practices. We will notify you of any significant changes through our website or other appropriate means.

10. Contact Us

If you have any questions or requests regarding this Privacy Policy or your personal data, please contact us at:

Email: service@cwgmarkets.net

Address: Room 1104A, 11/F, Kai Tak Commercial Building, 317-319 Des Voeux Road Central, Hong Kong

This Privacy Policy was last updated on 27 May 2025