

Privacy Notice

Data protection and security are important to ATME B.S.C. (c), a company with its registered office in Manama, Bahrain, and its group companies (**ATME, we, us**).

This Privacy Notice applies to and describes how we collect and process personal data, in particular in the context of our professional relationships with our clients who use ATME's platform, accessible via <https://online.atme.com/> (**Platform**) or use ATME's products and services (**Services**) or otherwise enter into any transaction or professional relationship with ATME. ATME also processes personal data relating to our business partners, prospective clients, or any client's authorised representatives, such as persons authorised by our client as users, representatives, guarantors, board members, beneficial or legal owners and other individual business contacts (**you, your, clients**).

All capitalized terms that are not defined in the Privacy Notice are defined within the meaning of the Law No. (30) of 2018 with Respect to Personal Data Protection Law and its implementing regulations (**Privacy Regulations**). Personal data means information that can identify an individual person can be identified within the terms of the Privacy Regulations. The term processing means everything that ATME can do with the data such as collecting it, recording, storing, adjusting, organising, using, disclosing, transferring, blocking, deleting, or destroying.

This Privacy Notice forms part of the General Terms and Conditions governing your account at ATME. We make this Privacy Notice available on ATME's website. The Privacy notice applies to any dispute arising from ATME's processing of personal data. Please read this Privacy Notice carefully. Institutional clients of ATME should provide a copy of this notice to individuals whose personal data is provided to ATME.

1. ATME's relationship with you

ATME is a Controller within the provisions set out in the Privacy Regulations. We are responsible for deciding how we process your personal data.

2. Types of information processed by ATME

- a. **Information from your interaction with ATME's Platform or Services** such as IP address and operating system of your device, browser's user agent metadata, referrer URLs, logs and performance metrics produced as a result of users' activity on the platform and in the underlying infrastructure, mobile phone carrier, the date and time of access, the URL you visited, the type of browser you use, non-precise location information from which you access the Platform, and keywords searched.
- b. **Identity information** such as names, identification numbers, date of birth, nationality, signature, address, gender, marital status, photos, videos, or client identifiers assigned to you.

- c. **Contact information** such as email, phone number, billing address, delivery address.
- d. **Personal information** such as information regarding education, profession, employment, source of wealth, source of funds, banking details, bank statements, payment instrument details, financial knowledge, investment experience, risk ability, and an understanding of your goals and objectives when using the Services.
- e. **Transactional information** through your interaction on the Platform and Services, including any orders, trades, fiat account balances, digital token wallet balances, and transaction history.
- f. **Communication information** whether through email, calls (including recorded calls), or surveys.
- g. **Sensitive Personal Data** such as information about criminal records.

3. How ATME collects personal data

ATME collects personal data directly from you or from third parties.

We collect personal data when you contact ATME with certain inquiries, create an account at ATME, and use ATME's Services whether via our Platform, registration forms, meetings with ATME, or by communicating with us via email, chat, calls (video or voice only), or other means. We collect information through you visiting ATME's website or sections of ATME's Platform.

We collect personal data of certain individuals from our corporate clients through the clients, their agents, advisers, intermediaries, custodians.

We collect personal data from other sources that may include affiliates of ATME, third party referrals, providers for due diligence and know your customer services, social media, databases, credit reference agencies, government agencies, banks, payment service providers, financial institutions, analytical tools, or publicly accessible sources such as the press, sanctions lists, internet searches.

4. Cookies

ATME additionally collects and uses cookies in accordance with its Cookies Notice.

5. Legal basis and purposes for processing personal data

- a. We must have a legal basis to process your personal data in accordance with the Privacy Regulations. Our primary purpose in collecting personal data is to enable us

to provide our services in a lawful, secure, and efficient manner.

- b. In this section you will find an outline of key purposes for processing your personal data and the legal basis for doing so.

Legal Basis

to take steps to enter into or execute a contract with you for the Services you request, or for carrying out our obligations under such contract.

Where we need to comply with legal and regulatory obligations of ATME. ATME is regulated by the Central Bank of Bahrain and is subject to several legal and regulatory requirements applicable in the Kingdom of

Purposes of processing

- Onboarding you as a prospect or new client, verifying your identity, carrying client due diligence, undertaking searches, looking for references or information and if required, making other inquiries if we consider necessary
 - Providing you with our services agreed between both parties in the contract, which might be amended from time to time;
 - Facilitating smooth running of the business through communication with clients about our products and services;
 - Fulfilling certain requirements such as but not limited to, a transaction initiated by a client, to manage wire transfers, fees and charges;
 - Dealing with any complaints or any feedback you might have;
 - To promote safety, security, and integrity of our Platform and Services to you; and
 - Suspend or close client account (in accordance with the General Terms and Conditions or other relevant contract);
 - Any other purpose for which you provide ATME with your personal data in line with the General Terms and Conditions or other relevant contract, product or service terms.
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- Onboarding you as a prospect or new client, verify your identity, carrying client due diligence, undertaking searches, looking for references or information and if required, making other inquiries if we consider necessary;
 - Performing checks (such as political exposure checks) and to take decisions whether to accept or decline onboarding a client, or continuing

Bahrain.

providing Services to a client;

- Facilitating smooth running of the business through communication with clients about our products and services;
- Undertaking financial crime compliance mitigation measures such as but not limited to, verification of identity and monitoring transactions for AML purposes; and
- Meet compliance obligations that apply to ATME for regulatory reporting purposes or if required by any regulatory, monetary, tax or fiscal authorities as well as any competent court or legal authority empowered to do so;
- Meet legal and regulatory requirements such as but not limited to, prevention of money-laundering, financing of terrorism, fraud, tax evasion, bribery and corruption or any other crimes punishable under the applicable law in place that may be amended from time to time;
- Maintaining database management and business records of products, services and other transactions;
- Conducting audits for the legitimate purposes of the business and to meet regulatory requirements;
- Accounting purposes;
- Addressing and resolving issues and complaints internally and to enhance our service;
- Suspend or close client account (in accordance with applicable laws and regulations) such as if it remains dormant and we are unable to contact you after a period of time;
- Making reports and disclosures required by any regulatory, monetary, tax or fiscal authorities as well as any competent court or legal authority empowered to do so.

When pursuing our legitimate interests and

- Facilitating smooth running of the business through communication with clients about our

those of third parties. A legitimate interest will apply where it is not outweighed by an individual's fundamental rights or freedoms.

products and services;

- Fulfilling certain requirements such as but not limited to, a transaction initiated by a client, to manage wire transfers, fees and charges;
- Managing our relationship with you, including but not limited to, the development of the relationship, carrying out any marketing activities, make suggestions and recommendations to you about products or services that may be of interest to you;
- Managing how we work with other companies / services providers that provide services to us and our clients;
- Undertake financial crime mitigation measures such as but not limited to, verification of identity and checking transactions for AML purposes;
- Meet compliance obligations that apply to us for regulatory reporting purposes;
- Enforce or defend the rights of our employees;
- Maintaining database management and business records of products, services and other transactions; Conducting audits for the legitimate purposes of the Business and to meet regulatory requirements;
- Conducting internal product analysis and market research in order to develop and improve our products and services to client;
- Addressing and resolving issues and complaints internally and to enhance our services.
- Recording telephone lines and monitoring communications;
- to improve our Services and user experience;
- to learn more about clients, the Services they may receive or be interested in receiving (including via profiling based on personal data);
- Conducting internal and external audits for the

legitimate purposes of managing our business;

- Accounting purposes;
- Receiving professional advice to protect our business;
- Prevention and detection of financial crime and fraud;
- Evaluating, bringing, or defending legal claims;
- To promote safety, security, and integrity of our Platform; and
- Managing our business and other risks as may be required to operate as an effective, efficient, and financially prudent company.

As a result of your consent.

- To provide marketing communications to you via targeted marketing communications through email, mobile, Platform, push notifications;
- To use the services of social media platforms or advertising platforms for marketing purposes;
- To provide you with promotions, including offers, rewards, and other incentives for using our Services;
- We also use your information to carry out profiling for marketing purposes; and
- To use certain categories of website cookies.

- c. We may also where necessary or appropriate process personal data on the basis of protecting the vital interests of a Data Subject.
- d. ATME may process certain types of Sensitive Personal Data for pursuing any legal claims or defenses, including the needed preparations thereof.
- e. If we decide to process personal data on the basis other than those listed in this section, we will rely on your consent as the lawful basis. Your consent can be withdrawn at any time and does not affect the legality of data processed prior to withdrawal.

6. Data Transfers

ATME may disclose personal data where it is necessary to fulfill the purposes outlined above in accordance with the transfer provisions of the Privacy Regulations. ATME requires that third parties treat personal data in accordance with the Privacy Regulations, including:

- a. to undertake appropriate technical and organisational measures to process such data in a secure manner; and
- b. To only process personal data for specified purposes and periods.

We may transfer personal data to:

- a. **Public authorities** such as regulatory authorities, tax authorities, policy authorities and other government or supervisory agencies as part of our obligations under applicable laws and regulations;
- b. **Financial institutions or market participants** in order to meet our contractual obligations, market practices and compliance standards in connection with transactions and the Services that we provide you with (such as banks, finance companies, brokers, exchanges, market makes, clearing houses, trade repositories, processing units, and third-party custodians, payment card schemes, payment card issuers, payment processors;
- c. **Professional advisors** such as our auditors, lawyers, accountants, or public relations advisers;
- d. **Intermediaries** who have introduced you to us such as your agents or advisers;
- e. **Service providers** such as those that (i) carry out anti-money laundering, counter terrorist financing, financial crime, and risk monitoring and verification services; (ii) provide advertising and marketing services, (iii) help maintain and service our Platform, (iv) provide physical or technical security services to us, (iv) provide communication services to us; (v) provide data storage and cloud services; (vi) affiliates or other companies within ATME group.

Some of the recipients may be based outside the Kingdom of Bahrain so the processing of your personal data will involve a transfer of data outside the Kingdom of Bahrain. When we share information with organizations in another jurisdiction, we require that they agree to apply adequate levels of protection for personal data. Also, if they are not in a jurisdiction that the Kingdom of Bahrain regards as having adequate levels of protections for personal data, we will put in place appropriate safeguards (such as contractual commitments, to ensure that your data is adequately protected).

We will only transfer data that we have legal basis to process. Your personal data will only be transferred outside the Kingdom of Bahrain to (a) that the Kingdom of Bahrain regards as having adequate levels of protections for personal data; or (b) The Data Protection Authority has granted a permit authorisation for the transfer or the set of transfers and we make the transfer on one of the following basis:

- i. You have explicitly consented to the proposed transfer;
- ii. The transfer is necessary for the performance of a contract between you and us or the implementation of pre-contractual measures taken in response to your request;
- iii. The transfer is necessary for the conclusion or performance of a contract concluded in your interest between us and a third party;
- iv. The transfer is necessary in order to protect your vital interests;
- v. The transfer is necessary to comply with any obligations prescribed by law or regulation including but not limited to, auditing, accounting, anti-money laundering or counter terrorist financing obligations or the prevention or detection of any crime that apply to us; or
- vi. In connection with preparing or pursuing a legal claim or defense.

7. Data Security

We apply adequate technical and organizational security measures, commensurate with the level of known risk, in order to prevent your information being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Such measures include use of encryption during transmission, device security measures (such as firewalls and endpoint tools), and access control (both physical and digital). Our security procedures mean that we may ask you to verify your identity to protect you against unauthorised access to your account.

We also limit access to this information to authorized employees and third parties who need to know that information.

No method of transmission over the internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security.

8. Data Retention

We store your personal data only for as long as this is necessary for ATME to fulfill the purposes for which the data was collected, or when applicable, for as long as ATME is required to retain the data in order to comply with legal, regulatory or internal policy requirements. We determine appropriate periods for retaining your personal data depending on its purpose. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data.

In general, ATME retains personal data for the duration of your client relationship with ATME

plus 10 years in compliance with the retention period prescribed by the Central Bank of Bahrain. In certain circumstances, personal data may need to be retained for a longer period where extended retention periods are required by law in order to establish, exercise or defend our legal rights.

Subject to the retention periods determined by ATME, when it is no longer necessary to retain your personal data, we will securely delete it, or we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

If you request that we stop sending you marketing materials, we will continue to keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

If you make a data subject request, we will retain the minimum required amount of data in order to keep a record of your request and the action we took to resolve it.

9. Your Rights

You are granted certain rights in relation to their personal data which will apply in certain instances. If you would like to exercise or discuss any of these rights you should submit their request to ATME and provide sufficient information to allow us to understand the scope of the request. Under certain circumstances set out in the Privacy Regulations you have the right to:

- a. **Request access** which includes inquiring whether we are processing their personal data and, if we are, they can request access to their personal data. This enables you to receive a copy of the personal data we hold about you and certain other information about it.
- b. **Request correction** of any incomplete or inaccurate personal data we hold about them.
- c. **Request erasure** or removal of personal data in certain circumstances. However, we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- d. **Raise objections** against processing of personal data based on legitimate interests where such processing causes, or there are reasonable grounds it may cause, unwarranted and substantial material or moral damage to you. However, we may be entitled to continue processing personal data based on our legitimate interests or where this is relevant to legal claims or under other legal basis for processing.
- e. **Object to direct marketing** where we use your personal data for direct marketing.
- f. **Contest a decision made solely on automated processing means** and request that decisions regarding financial standing, credit-worthiness, reliability, or conduct of

the data subject are processed in a manner that is not solely automated. The right to contest such decisions may not extend to decisions taken in the course of entering into or performing a contract with the data subject provided that ATME has suitable measures to safeguard the data subject's interests as prescribed in the Privacy Regulations.

- g. **Non discrimination** for exercising their rights under the Privacy Regulations.
- h. **Withdraw consent** where ATME processes your personal data as a result of your consent.
- i. **Contact the Data Protection Authority.** We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. If, however, you believe that we have not been able to assist with your complaint or concern, you have the right to make a complaint to the Central Bank of Bahrain by filling in the online form <https://www.cbb.gov.bh/complaint-form/> or by calling Tel: (+973) 17547789.

Depending on where you live, you may also have other privacy rights under applicable law, please contact ATME at privacy@atme.com for any questions or requests regarding your personal data.

10. Transfer of Business

If ATME is involved in a merger, acquisition, or sale of all or a portion of its business or assets, you will be notified via email and/or a prominent notice of any change in ownership or uses of your personal data, as well as any choices you may have regarding your personal data.

11. Impact of non-provision of personal data

If ATME is not able to receive your personal data and process the same, we will not be able to provide the Platform, the related Services, or proceed with our professional relationship with you that we deem such personal data required for. In this case, we may have to cancel a Service or agreement you have with us, but we will notify you if this is the case, at the time.

12. Changes to the Privacy Notice

Unless stated otherwise, our most recent Privacy Notice applies to all information that we have about you and your account. Where changes to this Notice will have a substantial impact on the nature of the processing or your rights as a data subject, we will give you advance notice.

13. Children's Privacy

ATME does not allow anyone under the applicable legal age to use ATME's services and we do not knowingly request or collect any information about persons below such applicable age.

If you are under the legal age of the jurisdiction you are in, please do not provide any personal information to ATME.

If a client or other individual submitting personal information is suspected of being younger than the legal age, ATME will require the relevant client to close their account or cease their relationship with ATME and ATME will take steps to delete the individual's information as soon as possible.

14. Disputes and Legal Proceedings

If we receive a formal written complaint from you, we will attempt to contact you directly to address any of your concerns. We will cooperate with the appropriate governmental authorities to resolve any complaints regarding the collection, processing, transfer or disclosure of information that cannot be amicably resolved between you and ATME. The Services are governed by the laws of the Kingdom of Bahrain. Any dispute, controversy or claim arising out of or relating to this Privacy Notice or the breach, termination or validity thereof shall be finally settled in the courts of the Kingdom of Bahrain.

15. Contact us

If you have any questions about our Privacy Notice, you may contact us at privacy@atme.com.