

## Privacy Policy

Your privacy is our priority. At HDI Securities, the identities and privacy of our customers and prospective customers are important to us and we are dedicated to protecting the information provided to us. As such, we have developed this Privacy Policy, which is updated from time to time to keep in pace with our commitment to maintain the privacy and confidentiality of the information entrusted to us. While information plays a large role in our ability to provide good quality service to you, we know that our most important asset is our customers' trust and confidence in us. Keeping customer information secure, and using it only as our customers would want us to, are matters of principle for all of us at HDI Securities. With this in mind, here is our pledge to every HDI Securities customer.

We will:

Respect the trust you place in us and the confidential nature of the information you provide through your financial relationship with us. Limit the collection and use of customer information to what we believe would be useful to service your accounts and administer our business. Restrict employee access to customer information to those who need to know in order to provide services to you. Continuously educate our employees to reinforce the importance of confidentiality and customer privacy. Maintain appropriate security standards and procedures to protect information about you. Respond quickly to your request to correct or rectify inaccurate information. You can count on us to protect the privacy of the information you have entrusted to us and to provide you with the responsive professional service you deserve.

### How we obtain personal information

HDI Securities takes great care to protect personal information about you and when we use it, we do so with respect for your privacy. HDI Securities may happen to collect public and non-public personal information about you from any of the following sources: From the Client Account Information Form (CAIF) that you accomplish (for example, name, address, Tax Identification Number, Social Security number, birth date, assets and income) Transactional activity in your account (for example, trading history and balances) Other interactions with HDI Securities (for example, personal or phone discussions with our staff or information you enter into our website, emails and other written correspondences) Other sources with your consent or with the consent of your representative (for example, from other Brokers if you transfer positions into HDI Securities)

## **Why we obtain personal information**

We use personal information about you to service and maintain your account; process transactions in your account; respond to inquiries from you or your representative; carry out regulatory checks and meet our obligations to any relevant regulatory authority; and to develop and improve our services to you and other customers, protect our interests and for future references in the event that there would be valid order by a court or other governmental body or as would be required by law.

## **How we share information about you with third parties**

HDI Securities does not share personal information about our customers with unaffiliated third parties for use in marketing their products and services.

We may share personal information with the following entities:

- Unaffiliated service providers (securities clearinghouses and other entities who may provide services at HDISI's direction);
- Government agencies, other regulatory bodies and law enforcement officials (only with a valid written order by a court or other governmental body or as otherwise required by law -);
- Other organizations, with your consent or as directed by your representative (for example, if you request HDI Securities to issue a certificate on the existence of your account with us), or as permitted or required by law (for example, for fraud prevention); and
- Our service providers are obligated to keep the personal information we share with them confidential and use it only to provide services specified by HDI Securities.

## **How We Protect Your Information**

We comply with applicable laws and regulations regarding the protection of personal information. We will store and process your information on the HDI Securities computers wherever located and in any other medium. We maintain physical, electronic and procedural safeguards that restrict access to your personal information. We use industry leading security technologies, including layered security and access controls over personal information. These safeguards are reviewed as necessary and may be adjusted in response to advances in technology and the latest security threats or trends. We also train our employees about privacy and our commitment to protect your personal information.

## Privacy online

Privacy, security, and service in HDI Securities' online operations are just as critical as the rest of our business. We use firewall barriers, encryption techniques and authentication procedures, among others, to maintain the security of your online session and to protect HDI's accounts and systems from unauthorized access. When you visit HDI Securities' website, we may collect technical and navigational information, such as device type, browser type, Internet protocol address, pages visited, and average time spent on HDI Securities' websites. We use this information for a variety of purposes, such as maintaining the security of your online session, facilitating site navigation, improving HDI Securities website design and functionality, and personalizing your experience on HDI Securities website. Additionally, the following policies and practices apply when you are online.

## Cookies and similar technologies

We use cookies and similar technologies to support the operation of HDI Securities websites. Cookies are small amounts of data that a website sends to a web browser on a visitor's computer. Our cookies help us to collect information about visitors to HDI Securities websites, including date and time of visits, pages viewed, amount of time spent on our sites, or general information about the device used to access the site. HDI Securities cookies are also used for security purposes. You can refuse or delete cookies. Most browsers and mobile devices offer their own settings to manage cookies. If you refuse a cookie when on a HDI Securities website, or if you delete cookies, you may experience some inconvenience in your use of HDI Securities website. For example, you may not be able to sign in and access your account, or we may not be able to recognize you, your device, or your online preferences. We do not share personally identifiable information about our customers with third-party service providers, and these service providers do not collect such information on our behalf

We have security standards and procedures in place designed to prevent unauthorized access to your accounts and personal information. A key part of this process ensures that all information we have about you is accurate and up-to-date. If you ever discover inaccuracies in our data or if your personal information changes, we urge you to notify us immediately

## **Protect Your Password**

One way to guard against unauthorized access or intrusion to your account is to keep your HDI Securities Online password private. Note: HDI Securities does not have access to your password. You are solely responsible for the confidentiality, protection and use of the password and/or access number that provides electronic access to your account. Any orders or instructions that are received under your account number and password are authorized and binding on you. Here are some suggestions on how to choose and safeguard your password:

Do not share your password with anyone. Do not write your password down. Type your password each time it is required of you.

Do not save your password on the site entry screen or develop a shortcut to reproducing your password.

Avoid using easily guessed words such as your name, user id, or any variation thereof (backwards, changing case, etc.).

Avoid words referring to anything noticeable about you: the name of your spouse, child, and pet, your favorite basketball team, or literary character.

Avoid any combination of your office number, address, birthday, or anniversary

Avoid any combination of your license-plate number, your social-security number. If you feel that your password is no longer secure, please change it immediately.

## **Calls**

You authorized HDISI to log, record and monitor calls made or received by us to maintain high quality service standards, to check instructions, for your protection and ours How long will we keep your personal information on file We will retain information about you after the closure of your account for as long as it is permitted or required for legal, regulatory, fraud prevention and audit purposes.

## Additional information

If you are a former customer, this privacy policy shall also retroactively apply to you. We treat your information with the same care as we do information about current customers. HDI Securities offers several options for accessing and, if necessary, correcting your account information. You can review your information using your statements or through our telephone or email services. You may also write or call us with your request for information; specific Internet addresses, mailing addresses and telephone numbers which are listed on your statements and other correspondence. Customer Service Support If you have any queries regarding privacy issues then please email us at [info@hdisecurities.com](mailto:info@hdisecurities.com) or call us (632) 877955 to 56.

## Terms of Use

The following terms and conditions govern the use of HDI Securities' website/s and/or HDI Securities' mobile application/s. The HDI Securities' Website and HDI Securities' mobile application shall collectively be referred to as the "HDI Resources."

By using the HDI Resources, you (the "User") agree to be bound by these terms and conditions. If the User does not agree to any of the terms and conditions, access to the HDI Resources is disallowed.

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