

1/ Legal

1. [MFEX France Legal Notice](#)

MFEX France SA, a limited company established under French law, with a share capital of EUR 7 463 464, registered in France, with Registrar of Companies of Paris, under no. 484 516 901.

MFEX France SA is a company incorporated under French law and approved by the *Autorité de Contrôle Prudentiel et de Résolution* (ACPR) as an investment company. MFEX France is a wholly-owned subsidiary of MFEX AB.

Legal representative: Olivier Huby

Registered office: 18 Rue du 4 septembre – 75002 Paris.

Phone: +33 (0) 1 55 04 04 35

Company registration number (SIRET): 484 516 901 000 77

VAT registration number: FR 89 484 516 901

2. [Claim management policy](#)

General information and principles

MFEX France has set up a claim-handling system to deal with any customer claims efficiently, transparently and in a harmonized manner, in accordance with the applicable regulations.

Access to the Claims Service is free-of-charge, and customers can lodge their claim, as applicable, in (i) French or (ii) in one of the official languages of the Member State where the service is supplied.

Definition of claims

A claim is considered as any statement of dissatisfaction issued by a customer vis-à-vis a professional operator. A request for information, opinion, clarification, service or provision of a service does not constitute a complaint.

Handling claims within MFEX France

Claims may be sent by post, telephone or e-mail, or may be forwarded via the customer's usual point of contact.

The postal address is : Client Service Department, 18 Rue du 4 septembre – 75002 Paris.

Claims made via telephone may be recorded.

Claims sent by e-mail, depending on the customer, should use the following addresses: client_services@mfex.com

Processing deadlines

MFEX France undertakes to:

- Acknowledge receipt of all claims received within a maximum of 10 days, unless a reply can be provided within this period.
- Respond to any claim within a maximum period of two months following their receipt.

Mediation by the *Autorité des Marchés Financiers* (French Financial Markets Authority)

The *Autorité des Marchés Financiers* (AMF) offers a mediator that can hear the case of any interested party, whether a physical person or a legal entity, and settle individual disputes whose nature falls within the scope of its remit, that is, financial investments.

To use the mediation service, send a letter by post to the following address:

Médiateur de l'AMF (AMF Mediator)

Autorité des Marchés Financiers

17 Place de la Bourse

75082 Paris Cedex 02, France

A mediation request form is available online from the AMF's website : www.amf-france.org.

3. [MFEX France's conflict of interest policy](#)

MFEX France has a written policy to prevent, detect and, where appropriate, to manage equitably conflicts of interest that may arise as a result of providing investment or ancillary services or a combination by MFEX France or persons related to it, either between the specific interests of MFEX France and persons related to it and those of its clients or between the interests of two or more clients.

This policy is based primarily on the identification and control:

- commissions paid or received for services or activities performed by or for MFEX France's benefit,
- benefits or presents received by MFEX France's employees in a professional context,
- others jobs/tasks exercised by MFEX France employees privately or as part of their professional activities,
- exchange of confidential or inside information within MFEX Group,
- the separation of activities that could cause potential conflict of interest,
- earnings modes of employees,
- the simultaneous or sequential involvement of an employee to one or more investment services or ancillary services.

The MFEX France detailed policy for managing conflicts of interest can be obtained by writing to its postal address.

2/ Personal Data

MFEX France Privacy Notice (GDPR)

MFEX France inform you of its obligations relating to GDPR. This notice applies to any personal data processed by MFEX France, acting as data controller.

What personal data do we process?

We collect and process personal data only for the purposes set forth by MFEX France, such as customer/prospect relationship management, recruitment management, customer knowledge.

We are likely to process in particular:

- Identification data (name, address, etc.);
- Contacts data (email, phone number);
- Information on professional / extra-professional activities (position, CV, etc.);
- data relating to convictions, offences, penalties or measures;
- connection data relating (extranet, login)

This data may be collected directly from you or obtained from the following sources:

- through emails exchanges;
- from publications;
- from our counterparties;
- websites / databases containing publicly available information.

On what legal bases do we process personal data?

We will only process your personal data if this use is based on one of the following legal grounds provided by law:

- in MFEX France' legitimate interest;
- for the performance of a contract;
- to comply with a legal or regulatory obligation; or
- when we have obtained your consent.

For what purposes do we process personal data?

Compliance with legal or regulatory obligations: We may process your personal data to comply with our legal and regulatory obligations and where appropriate, share them with a regulator or competent authority, in particular, in the context of the fight against terrorism financing and money laundering.

Customer and contractual management: We may record and keep track of email exchanges and/or exchange data of contacts with clients or potential clients.

Marketing: We may send you commercial offers or newsletters by email, letter or phone.

Recruitment application: We may record and retain personal data that you sent us as part of your application.

In any event, your personal data is subject to technical security measures (for example, access with password, or restricted access).

Do we share your personal data with third parties?

If necessary, we reserve the right to disclose, make available or transfer your data with sub-contractors, regulators, counterparties, commercial and operational contacts, any person involved in a litigation, public/government administrations, lawyers and auditors.

We undertake not to transfer personal data to third parties other than those listed above, except in cases expressly notified to the persons concerned, in the event of a legal obligation or a decision by a court, a government body, a supervisory body or a regulatory body.

Is personal data transferred outside the European Union?

As part of our business relationship management, your personal data may be transferred to a country outside the European Union only to perform a contract signed with you, fulfill a legal obligation, protect the public interest, or protect Axeltis' legitimate interests.

We will ensure that appropriate safeguards are provided, for example, through standard contractual data protection clauses established by the European Commission.

How long is your personal data kept or stored?

We will keep your personal data for a maximum of 5 years after the end of our relationship. We will not keep them longer than necessary and, as required by applicable laws and regulations, we will safely destroy them according to our internal policy or make them completely anonymous. when we no longer need to keep them.

Some data may be kept for an additional period to answer potential claims prelitigation or litigation, comply with commercial, legal and regulatory obligations or answer requests from regulators and public authorities.

What are your data protection rights?

You have the right, in accordance with the current data protection legislation, to:

- access and rectification;
- object and restrict processing;
- erase, and;
- data portability.

Even if you object, we are entitled to continue processing if it is legally mandatory, necessary for the performance of a contract with you, in the public interest, or in MFEX France's legitimate interest.

Subject to the limitations set forth herein or by law, you may exercise the rights free of charge by contacting our Data Protection Officer.

More details about your information?

If you wish to know more about the provisions of this notice, or exercise your rights, you can contact dpo@mfex.com.