

Privacy notice for clients

Applicable to all clients of MFEX Mutual Funds Exchange
AB and MFEX France ("MFEX")



Post-trade made easy

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1 About this privacy notice

1.1 What is the purpose of this notice?

This notice applies to clients of MFEX Group entities (i.e. prospects, existing or former clients, including individuals representing entities acting on behalf of them) (“you” or “your”).

Since we do not have individuals as clients, this notice applies only to individuals who are legal representatives, directors, shareholders, authorised personnel, of our corporate clients, their relatives and close associates; as well as their beneficial owners and their representatives, trustees, other associates of clients, or persons exercising control over them.

This notice explains what types of personal data related to our clients are gathered, for what purposes the personal data is used, and with whom the personal data is shared. It also sets out our clients’ rights in relation to personal data.

1.2 Who are we?

We, MFEX, take our data protection obligations seriously. We are the data controller of personal data associated with our clients and are therefore responsible for processing it in accordance with applicable laws and regulatory requirements.

2 Personal data

2.1 What personal data do we collect about you and why?

MFEX’s core services involve reception/transmission/execution of orders, safekeeping, distribution and rebates activities as well as AML/KYC support services. Therefore, our main purposes for collecting and processing individual clients’ personal data are:

- A. Client admission and recertification process (including e.g. anti-money laundering (AML) and Know Your Customer (KYC) checks), its follow-up, as well as the legal review of clients’ contracts;
- B. Compliance with legal obligations (e.g. AML, anti-fraud, MiFID, sanctions screening, complains handling, whistleblowing declaration...)
- C. Performance of contractual obligations towards clients (e.g. execution of transactions, performance of clients’ instructions, management of clients’ queries);
- D. Marketing: e.g. informing clients about MFEX’ services and events (e.g. conferences), to allow clients to subscribe to MFEX’s reports or newsletters;
- E. Management of the access to our physical premises and IT systems for security reasons.

If you visit our website, we further collect and process personal data in line with our Privacy and cookie notice.

More details on the personal data we process are provided in the table below.

Purposes of the processing	Nature of personal data
<p><u>Clients admission and recertification process</u></p> <ol style="list-style-type: none"> 1. Entering clients' data in MFEX customer admission process for confirmation of eligibility and admission as clients 2. Checking clients against compliance admission criteria 3. Perform due diligence obligations (e.g. KYC, AML, sanctions, etc) 4. Confirming in accordance with relevant laws and regulations a person's signatory powers or the qualifications and other requirements that a client must satisfy to use financial instruments, services, etc. 5. Legal review of contracts with clients <p><u>Account opening process</u></p> <ol style="list-style-type: none"> 1. Opening account 2. Perform due diligence obligations (e.g. KYC, AML, sanctions, etc) 	<ul style="list-style-type: none"> • Personal details: contact details of client representatives, and all information to be found on passport of a signatory (place of birth, date of birth), signatures (scanned / electronic) • Country of origin / activity • Copy of passport or identity card • Background check: e.g. criminal activity, source of wealth / funds of board members, political exposed persons' information, information concerning close relatives and associates as per KYC, AML etc.) <ul style="list-style-type: none"> • Personal details: business card details of the requestor at client • Full legal name and full address of beneficial owner (in the case of segregated account)

Purposes of the processing	Nature of personal data
<p><u>Compliance with legal obligations and/or performance of our contractual obligations towards our clients</u></p> <ol style="list-style-type: none"> 1. Accounting: Receiving payments 2. Insurance and risk management 3. Processing to confirm and verify clients' instructions given over the phone (evidentiary purposes) 4. Performing administrative tasks related to transactions and account management with clients, including responding to client inquiries 5. For our everyday business purposes - such as to process transactions of clients, maintain account(s), process and report rebates services activities including payments, perform internal audit, or report to regulators and relevant authorities 6. Reporting trade results, asset balances, etc. to clients, including measuring or reporting business performance 7. Exercising rights and performing our obligations under any contracts with clients 8. Continuously monitoring client activities to identify trends as well as potential abnormal divergence from these trends (financial crime, money laundering or other types of abnormalities, terrorism financing, fraud etc..) 9. Management of the quality and efficiency of the services and digital tools we offer 10. Tax operations 11. Settlement 12. Subscribe clients to the MFEX services or to reports' subscription 13. Subscribe client to our services/products 	<ul style="list-style-type: none"> • Business card details • Financial details: bank account number • Details on financial positions (assets owned, etc.) • Contacts with brokers, local agents and banks etc. • Passport / ID card • Call recording: caller ID, time and date of call, voice recording (when required/permitted by law e.g. as evidence of commercial transactions e.g. MiFiD; or for contact centre training and quality)
<p><u>Listing authorised signatures</u></p>	<ul style="list-style-type: none"> • Business card details • Powers • Signatures (scanned/electronic) • Copy of passport / ID card of signatory
<p><u>Allow management of clients' queries through the commercial team or through the operational team and handling litigation, including formal complaints against us and whistleblowing made by you as third parties declaration</u></p>	<ul style="list-style-type: none"> • Business card details of the complaining client's contact person • Type of complaint / query • Information pertaining to legal claim

Purposes of the processing	Nature of personal data
<p>Marketing purposes:</p> <ol style="list-style-type: none"> 1. Direct marketing 2. Client contact & maintaining relationship (keeping track of meetings, opportunities and events) 3. Offering or providing information about the services of MFEX and its affiliate 4. Cold calling 5. E-mail tracking 6. Marketing optimisation (website analytics) 7. Client survey 	<ul style="list-style-type: none"> • Business card details • Education, training • Information on attendance to an event (where MFEX is sponsoring the event) • Linguistic preferences • Business-related interests and business-related information on products / services subscribed to • IP address • Unique identifier • Opinion about Euroclear services
<p>CCTV / Access to our IT systems</p> <ol style="list-style-type: none"> 1. Security prevention and protection 2. Ensuring evidence of security breaching actions 3. Providing and managing access to MFEX premises (badges) and IT assets (incl. activation and provision of smart cards) 4. Wi-Fi connection 	<ul style="list-style-type: none"> • Business card details • Recording of images • Overview of which access the client's representative has at MFEX premises • For Wi-Fi connection (Username, password, E-mail address, Device, Location, Group Tag (DMA / Portal), Validity period, State (created, active, suspended)) • Private address information
<p>Contact with regulators and public authorities with regards to regulatory requirements, investigations, disclosure requests and / or other requests from/to regulators and public authorities as well as for lobbying and public affairs</p>	<ul style="list-style-type: none"> • Business card details • Professional / Educational background • Judicial data • National registry/ID number

2.2 What are the legal bases for processing personal data?

As described above, we only process personal data about you when:

- It is necessary to comply with our legal obligations, e.g. KYC, AML, MiFID, sanctions screening;
- You have consented to have your data processed (e.g. marketing communication);
- It is in our legitimate business interests e.g.:
 - a) It is necessary to enter and/or carry out a contract with the entity you represent
 - b) It is necessary to protect our legal position in the event of legal proceedings or requests from authorities.
 - c) It is necessary to build security if you visit our office, or to protect our IT infrastructure.

Please note, if you do not provide us with personal data which is necessary in order to (i) admit or recertify you as a client, (ii) provide you our services, or (iii) provide you further information on our services, then we may not be able to enter into that contract or provide the requested services or information.

2.3 How long do we keep personal data ?

We keep your personal data as long as necessary to achieve the purposes for which the personal data are processed.

As a general rule, we keep personal data as long as we have a client relationship. After a client relationship ends we must keep it for a certain period depending on the relevant statutory period of limitations.

Images recorded by security cameras in and around our premises are kept for 30 days from the visit, except otherwise requested by the police / public prosecutor and / or legal department (e.g. if the recorded images show potential criminal activity or incidents).

2.4 Where does clients' personal data come from?

The personal data we collect from you comes from the following sources:

a) Personal data clients give us

We collect personal data that we directly receive from you when you:

- send us information e.g. for client admission purposes;
- send us personal data on forms and e-forms, such as your name, address, telephone number, tax identification number, date of birth, copy of passport or ID card;
- address us personal data necessary to enter into a contract, such as contact details and function or position held in your organisation; or
- provide us personal data during the performance of our services, such as your experience with us, or when filing a complaint.

b) Personal Data we receive from other sources

We collect your personal data through:

- background information from third party providers, such as National authorities (FSA, companies registration office, official Register of UBOs), Dow Jones Factiva s

2.5 Who do we share your personal data with?

a) Transfer within the MFEX Group, Euroclear affiliated entities or to third parties

- We may transfer personal data only to MFEX Group or Euroclear affiliated entities³ or our business partners, which are or will be involved in providing services to our clients (e.g. to streamline clients admission process). We take precautions to allow access to personal data only to those staff members who have a legitimate business need for access.
- MFEX Group or Euroclear affiliated entities may also provide personal data to any competent law enforcement body, regulatory, government agency, court or other third party such as but not limited to, the police, the financial supervisory authorities and the tax agencies as well as courts, where we believe disclosure is necessary (i) as a matter of applicable law or regulation, or (ii) to exercise, establish or defend our legal rights.
- We may also disclose personal data to our third party vendors, service providers and partners who provide data processing services to us (e.g. IT platform management or support services, infrastructure and application services, marketing, data analytics, security agents), or who otherwise process personal data for purposes that are described in this privacy notice or notified to you when we collect your personal data.
- We may also disclose your personal data with our auditors, advisors, legal representatives and similar agents in connection with the advisory services they provide to us.

b) International personal data transfers

It is possible that in some circumstances we may transfer some of your personal data outside the European Economic Area (EEA). In such circumstances, we take appropriate safeguards to require that your personal data will remain processed and protected in accordance with this notice and applicable data protection laws.

Transfer outside the EEA will be allowed when:

- it is made to countries that represent an adequate level of protection according to the European Union Commission; or
- an appropriate transfer mechanism has been defined with the third party to which personal data are provided (e.g. contractual arrangement); or
- specific conditions (derogations) are met, such as:
 - a) the transfer of data is necessary for the compliance with a legal or contractual obligation to which the relevant party / Data Subject is subject toward the Controller; or
 - b) the data subject has given his/her explicit consent for such transfer.

2.6 What are your rights regarding personal data?

This section summarises the rights you have as a “data subject” under the GDPR.

³ Euroclear group owns 100% of MFEX Group, to learn about Euroclear group and our interests in other respective entities you can consult the relevant section of the latest Euroclear Holding consolidated financial statements available on our website.

The exercise of these rights are subject to conditions which are set out in the GDPR and while they are wide-ranging, in limited circumstances it may not be possible to fully exercise them e.g. if you request personal data to be deleted but the law requires that we keep it.

The right to be informed	You have the right to know the purpose for which we collect and process your personal data and what we do with it.
The right to access	You have the right to access your personal data and check we are lawfully processing it. You may also request a copy of it.
The right to rectification	If you think your personal data is incomplete, inaccurate or out of date, please let us know and we will rectify it as appropriate.
The right to erasure	You have the right to request that MFEX erases your personal data.
The right to restrict processing	In some circumstances, you have the right to ask MFEX to restrict how we process your personal data, for example, in case the personal data is inaccurate. This means we are only permitted to store the data.
The right to data portability	Under certain conditions you have the right to request the transfer of your personal data to another party if this is technically feasible.
The right to object	You have the right to object to specific types of processing of your personal data, such as when processing is based on our legitimate interests. We will then stop the processing, except if the law authorises us to pursue this processing activity.
Right to opt-out of marketing communications	You have the right to opt-out of marketing communications we send you at any time.
The right to complain to a Supervisory Authority	You have the right to complain to your local data protection authority about our collection and use of your personal data if you feel that MFEX has not sufficiently addressed a concern or complaint. For more information, please contact your local data protection authority.

If you would like to exercise one of the above-mentioned data subject rights, please send your request in writing to our Data Protection Officer (details in section 4 below).

To facilitate the processing of your request, please provide the following information:

- An explanation of which data subject right you would like to exercise
- Your relation to MFEX, e.g. client representative
- Your full name and address

- If you are a representative, please provide authentication for yourself AND the person you are representing, and provide proof of your representation power.

2.7 What about data security and quality?

MFEX uses appropriate technical and organisational measures to protect the personal data that we collect and process about you, such as:

- storing your data in secure operating environments and only accessible to our employees, agents and contractors on a need-to-know basis. We also follow generally accepted industry standards in this respect
- requiring third parties we disclose personal data to, to take appropriate security measures to protect it; and
- rigorous verification of an individual's identity prior to gaining access to any IT or business premises (e.g. through login ID, password, pin codes and badges).

3 Updates to this privacy notice

We may update this notice from time to time in response to changing legal, technical or business developments. You can see when it was last updated by checking the "last updated" date displayed at the top of this notice. Please consider the version available online as the latest version.

4 Questions or concerns?

If you have any questions or concerns regarding our privacy practices, this notice, or our role under the GDPR, please address them to The Data Protection Officer by contacting us at: privacyoffice@mfex.com
