

Privacy Policy

MARKET | ON SPOT GROUP LLC | Effective date: 1 September 2026

Official contact: qxofficialsupport@gmail.com

10 Anson Road, #24-09 International Plaza, Singapore 079903

This Privacy Policy explains how ON SPOT GROUP LLC (“we”, “us”, “the Company”) handles information when you open an account, visit our website, use our applications, or otherwise receive services branded as MARKET. By creating an account or continuing to use the platform, you confirm that you have read this Policy and accept it together with the Service Agreement.

We treat personal information as confidential and apply administrative, technical and organisational measures that we consider reasonable for an online trading business. No method of transmission or storage is completely secure, and you accept residual risk inherent in internet communications.

If we update this Policy, the current version published on the website replaces earlier versions. Continued use of the services after an update constitutes acceptance of the revised terms.

1. Who is responsible

The data controller is ON SPOT GROUP LLC, with its registered office at 10 Anson Road, #24-09 International Plaza, Singapore 079903. Questions about this Policy or about your information should be sent to qxofficialsupport@gmail.com.

2. Information we collect

We may collect the following categories of information:

2.1 Identity and account data

Information you submit during registration and later account maintenance, including name, contact details, residential and mailing address, date of birth, nationality, account currency, password credentials, and any other fields we reasonably request to operate the account.

2.2 Verification documents

We may ask for documents that confirm your identity, address, source of funds, financial standing, tax status, or trading experience. Examples include government identity documents, proof of address, bank or payment statements, and other records we consider necessary for compliance reviews.

2.3 Device and technical data

We may receive data generated by your devices and connection, such as IP address, device identifiers, approximate location inferred from the network, browser type, operating system, language, and similar technical attributes.

2.4 Usage and analytics data

We record how the platform is used, including page views, clicks, session duration, feature usage, error logs, and similar telemetry. This helps us diagnose faults, improve performance, and understand how clients interact with the interface.

2.5 Transaction and payment data

We keep records of deposits, withdrawals, refunds, trading activity, balances, payment method



details (as provided by you or the payment provider), and related correspondence.

2.6 Aggregated or de-identified data

We may create statistics that no longer identify a specific person, including summaries of popular instruments, typical session times, or anonymised performance metrics. Such material may be used internally or shared in a form that does not reasonably identify you.

3. Why we use information

We use information to:

- open, maintain and secure accounts;
- provide trading, payments and support services;
- complete identity, anti-money-laundering and fraud checks;
- process deposits, withdrawals and related disputes;
- communicate service notices, security alerts and (where permitted) marketing;
- improve the website, applications and internal processes;
- comply with law, respond to competent authorities, and protect our legal rights;
- analyse usage, correct defects and measure service quality.

4. Sharing

We do not sell personal information. We may disclose it to service providers who process data on our instructions (hosting, communications, payments, identity verification, analytics), to professional advisers, to companies involved in a merger, sale or reorganisation of our business, and to authorities where we believe disclosure is required or permitted by law.

Recipients are expected to handle information in a manner consistent with this Policy and applicable legal requirements. Where we transfer information across borders, we do so because the services are provided online and our vendors or group functions may be located in other jurisdictions.

5. Retention

We keep information for as long as the account remains open and thereafter for a period we consider necessary to meet record-keeping, tax, dispute and regulatory obligations. When information is no longer required, we delete or irreversibly anonymise it, unless a longer period is required by law.

6. Security

Access to personal information is limited to personnel and processors who need it for their role. We use encryption in transit where appropriate, access controls, and monitoring. You are responsible for keeping login credentials confidential and for activity that occurs under your account until you notify us of unauthorised use.

7. Your choices

Subject to applicable law, you may request access to, correction of, or deletion of personal information we hold about you, or object to certain processing. Requests should be sent to qxofficialsupport@gmail.com. We may need to verify your identity before acting. We may decline a

request where the law allows us to retain or continue processing the data, including where records are needed for an ongoing investigation, a legal claim, or a statutory retention duty.

You may be able to control cookies and similar technologies through your browser settings. Disabling them can affect how the platform functions.

8. Children

The services are not intended for persons under 18 years of age. We do not knowingly collect personal information from minors. If we learn that a minor has provided information, we will take steps to close the account and delete the data, except where we must retain a record.

9. Changes and contact

We may revise this Policy at any time. The latest version is always available on the Company's website. For privacy questions, write to qxofficialsupport@gmail.com or send mail to 10 Anson Road, #24-09 International Plaza, Singapore 079903.

Official details

ON SPOT GROUP LLC

Email: qxofficialsupport@gmail.com

Registered office: 10 Anson Road, #24-09 International Plaza, Singapore 079903

Governing law: Singapore