

RQD* Clearing Privacy Policy
Last Updated: July 15, 2024

RQD* Clearing and its affiliates (collectively, “RQD*,” “we,” “us” or “our”) knows that privacy is very important to you. We have created this privacy policy (the “Privacy Policy”) to describe what kinds of information we may obtain through:

- Our website located at <https://rqdclearing.com/> (the “Site”);
- Any other website, mobile application, or digital property that links to this Privacy Policy; and
- When you interact with us in any other way.

By accessing or using the Site or any other website, web application, or digital property that links to this Privacy Policy (collectively, the “Digital Properties”), you may access our clearing, custody, execution, and related services that are made available to you via our proprietary platforms and portals, including but not limited to, our clearing portal, and execution portal (collectively, the “Services”). If you are under the age of 18, you may not use our Services.

By accepting this Privacy Policy, visiting our Digital Properties, or accessing or using any of the Services, or otherwise manifesting your assent to this Privacy Policy, you agree to be bound by this Privacy Policy and the accompanying Terms of Use, which together make up the Agreement. If you do not agree to (or cannot comply with) all of the terms of this Privacy Policy or any other terms of the Agreement, you may not access or use the Services. Capitalized terms not defined in this Privacy Policy shall have the meaning set forth in our Terms of Use.

This Privacy Policy will help you understand the following:

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I. The Information We Collect

We may collect or receive the following types of information from or about you, which may include personal information.

A. Contact Information

We collect contact information through our Services, which may include your name, email address, phone number, business contact data (e.g., title, company name, office phone number and company email address), and any information you provide in messages to us ("[Contact Information](#)"). We use Contact Information for purposes such as starting an application to obtain a Retail Customer Account, providing you with information about the Services, responding to your inquiries, sending you email alerts (including marketing emails), or providing you with the Services.

B. Account Information

RQD clients are primarily broker-dealers, registered investment advisers, and foreign financial institutions ("[Clients](#)") that, after opening an account ("[Client Account](#)"), either use our Services directly or introduce their own retail customers ("[Retail Customers](#)") to RQD for use of the Services after the Retail Customers open an account ("[Retail Customer Account](#)").

- *Client Accounts:* RQD requires Clients to provide Contact Information and certain additional information which may include, but is not limited to, beneficial owner information, including passport or other identification documents, certificate of good standing, Client's policies and procedures, W9 form, positions, balances and trading blotter. We reserve the right to accept or decline any request to open a Client Account(s) in our sole and absolute discretion.
- *Retail Customer Accounts:* Retail Customers are required to disclose information prior to opening their Retail Customer Account(s) which may include, but is not limited to, name, address, date and country of birth, Social Security Number or Tax ID, home, work and mobile phone number, relationship status, employment status, suitability information, annual income, revenue, and other sources of funds, net worth, tax information, annual expenses, liquidity needs, trusted contact information, financial investment experience, investment risk tolerance, and other information about financial situation and risk preferences (e.g., annual income, net worth, liquid net worth, tax rate, annual expenses, special expense and anticipated liquidity needs). Our [Regulation SP Privacy Notice](#) describes our processing and disclosure practices regarding the non-public personal information that we collect from and about Retail Customers in connection with our Services.

RQD requires Clients and Retail Customers to enter into Agreements:

- *Client Agreements:* RQD* will prepare and provide to the Client a Fully Disclosed Clearing Agreement and/or Omnibus Agreement and other documentation that must be executed by Client prior to opening Account(s) or using the Services ("[Client Agreements](#)"). RQD* shall retain executed Client Agreement(s).
- *Retail Customer Agreements:* RQD requires Retail Customers to accept Terms of Service and a Privacy Policy when opening a Retail Customer Account ("[Retail Customer Agreements](#)"). RQD or

the Client (i.e. introducing broker, registered investment adviser, or foreign financial institution) will also provide you with a Customer Agreement, options agreement, or margin agreement, including others as applicable to the Retail Customer.

Client API Portals: Clients may access Client Accounts via the clearing and custody portal(s) available on the Site, where Clients can view information about their own Client Accounts and Retail Customer Accounts relating to trading activity, positions/balances, notes on the Retail Customer Accounts, money movements and other activities. Clients are solely responsible for maintaining the confidentiality of usernames, passwords, and other credentials necessary to access the Client Accounts including designating authorized users to access and use the Client Accounts on their behalf. If any authorized user is removed or terminated for any reason, and/or Client becomes aware that any credentials have been lost, stolen, or otherwise compromised, it is Client's responsibility to promptly notify RQD in writing. Upon receipt of such notice, RQD will undertake reasonable measures to block usage of such credentials to access Client Accounts.

C. Information obtained automatically from online activity

Tracking Technologies: When you access or use any of our Digital Properties and/or Services, we use browser cookies, pixels, web server logs, web beacons, and similar technologies (collectively, "Tracking Technologies") to automatically collect or receive certain standard technical information and other data (such as traffic data, location data, logs and other communications data) sent to us by your computer, mobile device, tablet, or any other device you may use over time on our Digital Properties and/or Services, and/or for your online activity across third party websites, apps, online services, digital properties and devices. We may also evaluate your computer, mobile phone, or other access device to identify any malicious software or activity that may affect the availability of the Digital Properties and/or Services.

When you access or use any of the Digital Properties and/or Services, advertising companies, analytics networks and providers, and other third parties may also use Tracking Technologies to collect information about your online activities over time on our Digital Properties and/or Services, and/or for your online activity across third party websites, apps, online services, digital properties and devices.

The data we or third parties collect automatically may include personal information and/or statistical data that may not identify you personally; however, we and/or third parties may maintain, combine, or associate it with personal information collected in other ways or received from third parties. We and/or third parties use this information to (i) enhance the performance and functionality of our Digital Properties and/or Services; (ii) personalize your experience with the Digital Properties and/or Services, understand how you use the Services, maintain a persistent session, and improve and further develop our Digital Properties and/or Services; and (iii) serve targeted and other advertising, and provide custom experiences, across other sites, apps, online services, digital properties and devices, measure how the ads perform, and for analytics purposes.

Cookies: The Tracking Technologies used on the Digital Properties and/or Services include cookies, small packets of data that a website stores on your computer's hard drive or browser, depending on your operating system and the browser you use, so that your computer will "remember" information about your visit. In addition to collecting information, we use cookies to help us authenticate users, provide content of interest to you, analyze which features you use most frequently, and measure and optimize advertising and promotional effectiveness. To do this, we may use both session cookies, which expire once you close your web browser, and persistent cookies, which stay on your computer until you delete them. For information on your choices regarding cookies, please see Section III of this Privacy Policy.

D. Information from third party sources

Third Parties and Social Media: We may also collect or receive your personal information from third parties such as credit bureaus and service providers (e.g., providers of Anti-Money Laundering (“AML”) or Know Your Customer (“KYC”) services), or when you visit, use, or access the Services from third-party websites. We will do so in accordance with the terms of use and privacy policies of the third-party websites and applicable law. This includes any social media pages we may have on third-party services such as Twitter and LinkedIn. For example, we may collect the information you shared on our social media pages through an application or form, which will have a hyperlink to this Privacy Policy. Personal information may also be collected by the third-party social media sites that host our social media pages. These sites may provide aggregate information and analysis to us about their visitors’ use of our social media pages. This allows us to better understand and analyze our user growth, general demographic information about the users of these pages, and interaction with the content that we post. This Privacy Policy does not cover personal information collected by such third-party sites. For more information on their privacy and security practices please review the privacy policies and terms of use on their respective websites.

Government and Public Sources: As permitted by applicable law, we may also collect or receive your personal information from publicly available government records, directories, and sources such as courts, tax authorities, government agencies, regulatory authorities, and law enforcement.

Inferences: We may collect or receive inferences, which are assumptions or extrapolations that have been drawn from your information to create a profile which may include your preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities and aptitudes.

E. Information obtained from third-party analytics services

We may use one or more third-party analytics services (such as Google Analytics) to evaluate your access and use of the Digital Properties and the Services, compile reports on activity, collect demographic data, analyze performance metrics, and collect and evaluate other information relating to device and internet usage. These third-party analytics services use cookies and other Tracking Technologies to help analyze and provide us the data. By accessing or using the Digital Properties and/or the Services, you consent to the processing of data about you by these analytics providers in the manner and for the purposes set out in this Privacy Policy. The information used by such analytics services is generally at the aggregate level.

We may change these third-party analytics services from time to time. For more information on our analytics services, including how to opt out from certain data collection, please visit the sites below. Please be advised that if you opt out of any service, you may not be able to use the full functionality of the Services. If you have any questions, or to request a current list of our third-party analytics services, please contact us as set forth in Section XII.

For Google Analytics, please visit: <https://www.google.com/analytics>

II. Information Use and Sharing

We use and share your personal information as set forth below:

- To onboard Clients and their Retail Customers including, as applicable, conducting AML, KYC and other background diligence and identity verification;
- To operate our business, provide the Services, and fulfill requests for other products and services;
- To improve our Digital Properties and the Services;
- To deliver regulatory disclosures, administrative notices, alerts, and other communications relevant to use of the Services;
- For market research, project planning, and troubleshooting problems;
- To third-party contractors and service providers that provide services to us in the operation of our business and providing the Services, such as technical support, servicing Retail Customer Accounts, providing digital account services, IT and cloud service providers such as Azure, identity verification, AML and related monitoring services, and trading surveillance, among others;
- To receive assistance and services from our service providers, third-party advertising partners, and remarketers for marketing and advertising purposes, such as (i) direct marketing communications; (ii) interest-based advertising on the Digital Properties and other sites, apps, online services, digital properties and devices, and (iii) ad measurement and analytics;
- To enforce our Terms of Use;
- To share some or all of your information with our parent company and affiliates;
- As required by law, such as to comply with a subpoena, or similar legal process, and when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- As we develop our businesses, we may be involved in a corporate sale, merger, reorganization, sale of assets, dissolution, investment, or similar corporate event and we expect that your personal information will be part of the transferred assets;
- To create anonymous, aggregated, or de-identified data from your personal information and other individuals whose personal information we collect and use and share it with our affiliates, agents, business partners and other third parties for our lawful business purposes, including to analyze and improve the Services and promote our business.
- To audit our internal processes for compliance with legal and contractual requirements or our internal policies;
- To prevent, identify, investigate, and deter fraudulent, harmful, unauthorized, unethical, or illegal activity, including cyberattacks and identity theft; and
- Otherwise with your consent.

III. Your Choices

Update Information: Clients may correct, update, or delete some of their personal information directly in their respective Accounts or contact us as set forth in Section XII of this Privacy Policy. Retail Customers should contact our Clients (their introducing broker dealer, registered investment adviser, or foreign financial institution) to correct, update or delete their personal and other information in the applicable Retail Customer Accounts. We will use commercially reasonable efforts to process all such requests in a timely manner. You should be aware, however, that it is not always possible to completely remove or modify information in our databases. Additionally, we will retain and use your information (or copies thereof) as necessary to comply with our legal and/or regulatory obligations, resolve disputes, and enforce our agreements.

Marketing Communications: You may manage your receipt of marketing and non-transactional communications by clicking on the “unsubscribe” link located on the bottom of any of our marketing emails.

Please note that you cannot opt out of receiving transactional e-mails. If you are part of our text messaging program, you can opt out of receiving marketing and non-transactional messages by texting “STOP” in response.

Cookie Management: Most browsers let you remove or reject cookies. To do this, follow the instructions in your browser settings. Many browsers accept cookies by default until you change your settings. Please note that if you set your browser to disable cookies or other Tracking Technologies, the Services may not work properly. For more information about cookies, including how to see what cookies have been set on your browser and how to manage and delete them, visit www.allaboutcookies.org.

You will need to apply these opt-out settings on each device from which you wish to opt-out. We cannot offer any assurances as to whether the companies we work with participate in the opt-out programs described above.

IV. External Properties and Third Parties

Independent Third Parties: Certain Services offered through the Platform are provided by independent third parties. These services are not affiliated with RQD*, and do not make recommendations or offer investment, financial, legal or tax advice. If you would like additional information regarding these independent third parties, please contact us.

Our Privacy Policy: Unless explicitly stated otherwise, our Privacy Policy addresses only our use and disclosure of information we collect from and/or about you in your interactions with RQD*. If you disclose information to third parties, the use and disclosure restrictions contained in this Privacy Policy will not apply, as we do not control the privacy policies of such third parties, nor are we subject to them. For more information on the privacy practices of any third parties that you elect to use, please visit their respective privacy policies and terms of use for information relating to your use of their services.

External Properties: The Digital Properties and the Services may also contain links to other third-party websites or apps (“External Properties”). We have no control over the privacy practices or the content of any of our business partners, advertisers, sponsors, or External Properties to which we provide links. As such, we are not responsible for the content or the privacy policies of those External Properties. You should check the applicable third-party privacy policy and terms of use when visiting any External Properties.

V. Security

We follow commercially reasonable and generally accepted standards to protect the personal information submitted to us, both during transmission and once we receive it. Please understand, however, that no method of transmission over the internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security. If you have any questions about security regarding our Services, please contact us.

VI. Children’s Privacy

Our Services are only available to individuals aged 18 or older, and we do not knowingly collect personal information from any person under the age of 18. If an individual under the age of 18 has provided us with personal information, a parent or guardian of that child may contact us and request that such information be deleted, and we will endeavor to delete that information from our databases.

VII. Do Not Track

As discussed above, third parties such as advertising networks and analytics providers may collect information about your online activities over time and across different websites when you access or use the Services. Currently, various browsers offer a “Do Not Track” option, but there is no standard for commercial websites. At this time, we do not monitor, recognize, or honor any opt-out or do not track mechanisms, including general web browser “Do Not Track” settings and/or signals.

VIII. Notice to California Residents

Pursuant to Section 1798.83 of the California Civil Code, residents of California have the right to obtain certain information about the types of personal information that companies with whom they have an established business relationship (and that are not otherwise exempt) have shared with third parties for direct marketing purposes during the preceding calendar year, including the names and addresses of those third parties, and examples of the types of services or products marketed by those third parties. If you wish to submit a request pursuant to Section 1798.83, please contact us via email at compliance@rqdclearing.com.

IX. Notice to Nevada Residents

We do not sell your personal information as defined under Nevada law. Nonetheless, if you are a resident of Nevada, you have the right to opt-out of the sale of certain personal information to third parties. You can exercise this right by contacting us at compliance@rqdclearing.com with the subject line “Nevada Do Not Sell Request” and providing us with your name and the email address associated with your Account.

X. Important Notice to Non-U.S. Residents

The Digital Properties and the Services are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to us maybe transferred to, processed, maintained, and used on computers, servers, and systems located outside of your state, province, country, or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. If you are located outside the United States and choose to access or use the Digital Property and/or the Services, you consent to any transfer and processing of your personal information in accordance with this Privacy Policy, and you do so at your own risk.

XI. Changes to this Privacy Policy

This Privacy Policy is effective as of the date stated at the top of this Privacy Policy. We may update this Privacy Policy from time to time without notice to you. We will indicate at the top of this Privacy Policy when it was most recently updated, and we encourage you to revisit this page periodically to stay aware of any changes. By accessing the Digital Properties and/or the Services after we change this Privacy Policy, you are deemed to have accepted such changes.

XII. Contacting Us

If you have any questions about our Privacy Policy or privacy practices, or if you would like to exercise your rights and choices, please contact us at:

- Email: privacy@rqdclearing.com
- Mail: 1 World Trade Center, Suite 47M, New York, NY 10007