Privacy Policy

Orax Capital Markets Ltd, an International Business Company incorporated in Saint Lucia under No. 2026-00699. Registered address: Unit 1, La Place Creole Building, Rodney Bay, Gros-Islet, Saint Lucia, LC01 101. Website: https://www.oraxbroker.com. Contact: support@oraxbroker.com.
Last updated: November 2026

1. Who we are

Orax Capital Markets Ltd is the controller of your personal data when you use https://www.oraxbroker.com and our trading platforms. You can contact us about privacy at support@oraxbroker.com.

2. What data we collect

- Identity and contact data: name, date of birth, nationality, address, email, phone number.
- Verification data: copies of identity documents, proof of address, selfies, and payment method proofs.
- Financial data: deposit and withdrawal history, payment details (we do not store full card numbers; card data is handled by our PCI-DSS compliant payment providers), source of funds information.
- Trading data: account balances, orders, positions and history.
- Technical data: IP address, device and browser data, login times, cookies (see our Cookie Policy).
- Communications: emails, chat and call recordings with our support team.

3. Why we use your data

- To open and run your account and carry out your instructions (performance of contract).
- To verify your identity, screen against sanctions lists, prevent fraud and meet anti-money laundering duties (legal obligation and legitimate interest).
- To process payments through our payment partners.
- To provide support and handle complaints.
- To send service messages and, if you agree, marketing. You can opt out of marketing at any time.

- To improve our website and platform security (legitimate interest).

4. Who we share data with

We share data only as far as needed with:

- payment service providers and banks that process your deposits and withdrawals;
- identity verification, sanctions screening and fraud prevention providers;
- technology providers (hosting, trading platform, CRM, email);
- professional advisers and auditors;
- regulators, courts, law enforcement and financial intelligence authorities when the law requires.

We do not sell your personal data.

5. International transfers

Our providers may process data outside Saint Lucia. When they do, we use contracts and safeguards that require them to protect the data to a standard at least equal to this Policy.

6. How long we keep data

We keep account and KYC data for at least 7 years after the account is closed, as required by anti-money laundering rules. Marketing preferences are kept until you withdraw consent. Other data is deleted or anonymised when it is no longer needed.

7. Security

We use encrypted connections (TLS), access controls, two-factor authentication options and limited staff access. No system is fully secure, so please keep your password private and tell us at once if you suspect unauthorised access.

8. Your rights

Subject to the law, you may ask to access, correct or delete your data, object to or restrict certain processing, withdraw consent to marketing, and receive a copy of data you gave us. Write to support@oraxbroker.com. We answer within 30 days. Some data cannot be deleted while we must keep it by law (see our Personal Data Deletion Policy).

9. Children

Our services are not for anyone under 18. We do not knowingly collect data from minors.

10. Changes

We may update this Policy. The current version is always on https://www.oraxbroker.com with its date.

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