



COOKIES POLICY

This Cookie Policy applies to all Clients and anyone who accesses the website of **OTSO Markets (Pty) Ltd** (“OTSO Markets”, “we”, “us”, or “our” FSP 54190, FSCA regulated). The Policy is implemented in accordance with the **Protection of Personal Information Act 4 of 2013 (POPIA)**.

1. WHAT ARE COOKIES?

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets businesses know when you visit a particular site. Cookies allow web applications to respond to you as an individual. Cookies help us provide you with a better website by enabling us to monitor the pages that you find useful and to tailor our website to your needs, likes, and dislikes by gathering and remembering information about your preferences. The cookies that we use cannot execute code or deliver any viruses. The cookies that we use are only ever used for the essential functioning of our website, for analytical purposes in order to provide you with a great service, and for marketing, so that you are served content that is in line with your interests, based on your activity on our site. OTSO Markets fully respects your privacy and provides you with the relevant information and tools in order to manage your cookie preferences. OTSO Markets uses a number of cookies in order to provide users with our products and services via our website and trading platform. These cookies are used only for legitimate purposes related to website functionality, performance, and security.

2. COOKIE CATEGORIES

Note that we categorise our cookies into the following groups:

Essential Cookies: Cookies which are essential to the functioning of the website and our products and services, and enable you to browse the website and use its features. This includes enabling you to complete trading account applications, remembering your login details, initiating web chat with our support team, and other website functionality. If you disable these cookies, you will not be able to fully access our platform. These cookies may operate as session cookies or persistent cookies, depending on technical requirements.

Analytical Cookies: Cookies that allow us to improve our offering and website, enabling us to tailor the site to your personal preferences.

Marketing Cookies: Cookies that allow us to provide information to visitors on third-party websites and measure the effectiveness of our marketing initiatives. We adhere to industry-accepted best practice in respect of our use of marketing cookies. Whilst we do collect certain pieces of information about you in order to provide our products and services to you and improve our offering, we ensure that this information is anonymised. In other words, we do not collect any information about you through our cookies that could identify you as an individual. Some marketing functions may rely on third-party cookies operated by external service providers.

Please be aware that if you choose not to accept cookies, you may not be able to take full advantage of the website. We process cookie-related data strictly in accordance with

applicable data protection requirements. If you choose not to accept certain cookies, you may not be able to log in, access your trading account, or use core platform features.

3. COOKIES USED BY OUR WEBSITES

Do not:

- Store any personally identifiable information, such as passwords;
- Access any other information stored on your computer;
- Compromise the security of your device(s).

Do

- Allow us to provide a service through which people can access their trading account(s);
- Allow us to monitor the number of people using our website;
- Allow us to see how people arrive at our website (for example, via search engine or via email);
- Allow us to gather technical information about people using our website, such as their geographical location and the type of web browsers they are using;
- Allow us to display advertisements on other websites to people who have previously accessed our websites (for example, banner ads). We cannot identify individuals to whom these advertisements may be displayed;
- Allow us to display content on our websites that is more relevant to you and your preferences based on the information we hold and your behaviour on our website;
- Allow our website to recall certain settings and preferences to make it easier to use our website;
- Help us ensure system integrity, security monitoring, and effective fraud prevention measures.

4. USER CONSENT AND PREFERENCE MANAGEMENT

Users may provide consent for non-essential cookies through the cookie banner or preference management tools displayed when accessing our website. Only Essential Cookies operate without prior consent as they are required for the proper functioning of our website and trading platform. Users may modify or withdraw their consent at any time through their browser settings or available cookie preference tools. Withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.

5. THIRD-PARTY SERVICE PROVIDERS

Certain analytics, advertising, or performance tools used on our website may be operated by independent third-party service providers. These third parties may process cookie-related data in accordance with their own privacy and cookie policies. OTSO Markets is not responsible for the cookie practices of these external providers, and users are encouraged to review the applicable policies of any third-party services that interact with our website. OTSO Markets ensures that any third-party provider engaged complies with applicable data protection safeguards.

6. INTERNATIONAL DATA TRANSFERS

Some cookie-related data may be processed or stored by service providers located outside South Africa. Where such international transfers occur, OTSO Markets ensures that the receiving parties are subject to data protection laws, binding agreements, or safeguards that provide an adequate level of protection in accordance with Section 72 of POPIA. These measures include contractual obligations requiring third parties to protect the confidentiality and security of personal information.

7. POLICY UPDATES AND NOTIFICATION

OTSO Markets may update this Cookie Policy from time to time to reflect changes in technology, legal requirements, or our operational practices. The “Last Updated” date will be displayed at the top of this Policy. Material changes will be communicated through our website or other appropriate channels. Continued use of the website following any updates constitutes acceptance of the revised Policy.

8. GENERAL INFORMATION

You can choose to accept or decline cookies when you use our website, and you may also withdraw your consent at any time through your browser settings. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. To find out more about how you can block, delete, or manage cookies, please visit aboutcookies.org.

Please be aware that disabling cookies may affect essential platform functionality, including login, navigation, and account access. For more information on how we handle your data, please see our Privacy Policy available at <https://otsogroup.com/official/legal-documents>.

If you have any questions or concerns, please email us at info@otsogroup.com. We retain cookie-related data only for as long as necessary to fulfil the purposes described above.