

Decode Global Limited (Decode) Privacy Policy

Decode Global Limited (Decode) recognises that it is important for you to know how we deal with your personal information. For that reason, this statement outlines our current Privacy Policy.

We are required under various legislations to collect certain information from every client. In addition, our ability to provide you with comprehensive and quality services is reliant on us obtaining certain personal information about you. The staff and representatives of Decode may request personal and sensitive information from you, which will generally comprise, but not be limited to, the following type of information:

- Personal details such as name, address, contact details (phone, email), date of birth, marital status, dependents, employment details;
- Information you provide to verify your identity, e.g. passport, proof of address;
- documents, that confirm money transfer (in case of bank transfer or credit card).

Gathering information is an obligatory condition for the beginning of our business relationship.

Cookies

Decode collects the information about you electronically when you visit its websites. This information includes date and time of visit, number of pages viewed and how you navigate through our websites.

Cookies are small files containing information that a website uses to track its visitors. Decode may set and access cookies on your computer, enabling to learn which advertisements and promotions bring users to Decode website at decodex.com. Decode or any of its affiliates or divisions may use such cookies. You can stop receiving Cookies by choosing the appropriate command in the menu of your browser.

The use of information

Information, given by you is used solely to provide quality services. For example, your contact information may be used in case of need in urgent contact with you or to inform you about company updates and news. Your data is used to confirm your identity, and at the same time used to analyse statistical data so that we can help provide better services and products of higher quality.

Information protection

We use advanced technology to provide the security of personal data. Our employees maintain strict standards in the process of transferring information within the company.

Disclosure of information to third parties

Decode keeps the right to give information about the client to third parties only under special circumstances. Such circumstances may be:

- protecting of personal rights and property in the court;
- implementing of court orders;
- providing information to law enforcement authorities at official request;
- transferring information to business partners (trustees) to improve the quality of service.

Changes in personal data

Because we assume that all the information is full and relevant, we ask you to notify us on any changes in your personal data via the appropriate forms of the Back Office.

Return policy

The company may go for an exception in some cases when it is necessary to return the payment made by the credit card, but only if the client justifies the reason of doing this. Return of funds is made only on the credit card that was used for depositing.

Refusal to provide personal information

You have the right to refuse to provide personal information required by the regulations, if it goes against your beliefs. However, in this case, we would not be able to provide you with our services.