

## **PRIVACY POLICY**

### **INTRODUCTION**

This Privacy Policy is a document governing RGX (hereinafter referred to as “RGX”) to collect, use, transmit and protect User information through its website. The terms “we” and “our” refer to RGX and its subsidiaries. We collect personal information from Users for a specific purpose and in accordance with applicable laws.

Any unnecessary information sent to us by the User is considered voluntary. If the User does not provide us with information other than the information you are required to fill out, you will not be able to access or use the services.

You will be deemed to have agreed to the terms of this Privacy Policy by using the website. This Privacy Policy may be changed by RGX in the event of a change in the law or a change in our practice of collecting or using personal information. A notice of the change will be posted on the website.

### **INFORMATION TO BE COLLECTED BY THE COMPANY**

**Please be aware that we will collect the following information when a User registers and uses the RGX service.**

#### **Information to be provided for registration:**

When opening an RGX Account, you must allow the third-party organizations that have an agreement with RGX, to access your personal information, including name, email address, and residential address. You can add your phone number to use 2FA (Two Factor Authentication) to improve security.

#### **Information to be collected by us at the time of User name verification:**

For the purpose of adhering to international standards and regulations such as Anti-Money Laundering (AML), Customer Identification (KYC), and Counterterrorism Financing (CTF), RGX shall enter Personal & Enterprise-level accounts of the Users with User registration verification. In doing so, official documents shall be collected.

In accordance with Cambodia's regulatory requirements and Privacy Policy, you provide your express consent and agree that:

- As part of satisfying RGX's KYC (Know Your Customer) requirements, RGX service may collect Personal Information from you; you provide warranty and assurance that Personal Information disposed by you through RGX service are true, complete, and up-to-date. Further, you acknowledge and agree that failure to provide up-to-date Personal Information required by RGX service will result in certain inconveniences and restrictions of access to RGX service.
- RGX may also be required under certain legislation to disclose your Personal Information and confidential information relating to the operation of your Account, and you expressly consent to and agree to such disclosure.
- You provide your express consent and agree that RGX may share your Personal Information with third parties to comply with a legal obligation, when RGX believes in good faith that an applicable law requires it, at the request of governmental authorities pursuant to applicable law, to verify or enforce our contractual rights or other applicable policies, to detect and protect against fraud, or any technical or security vulnerabilities, to respond to an emergency, and/or so that third parties, such as third party payment processors, can provide services necessary for RGX to provide any services under the terms and conditions of the Agreement. If there is any breach of your information by a third party, you agree to release RGX from any liability and pursue any legal action against such third party.

### **Information to be collected by us at the time of service usage:**

#### **Service usage information**

We shall collect User information such as the date, time, device information, operating system, browser type, and IP address while the User logs in to use the RGX platform. RGX shall obtain this information directly or through a third-party service. The service usage information allows our system to be accessible to Users of all platforms and to support crime investigation.

#### **Transaction information**

We shall collect transaction information from all types of personal and corporate accounts of Users including deposit snapshot, account balance, trading history, money withdrawal, ordering, and distribution history. The transaction information will be used to detect suspicious commercial activity, prevent fraud and resolve cases in compliance with the relevant law.

## **WHY RGX COLLECTS THIS INFORMATION**

### **Providing service**

We shall use the collected information to provide our services to Users and to verify Usernames. We shall use IP addresses and the data stored in the device cookies to verify Usernames and provide service to it. We shall be unable to provide services without system identification, User identification, User contact information, and transaction information due to legal requirements and in accordance with our legal rights and obligations.

### **User protection**

We shall use the collected information to ensure the security of the platform, User accounts, and archives. We shall use IP address and cookie data to protect against automatic attacks such as spam, phishing, and Distributed Denial of Service attacks.

For the purpose of detecting suspicious activities early and preventing fraud, swindling and financial losses, we shall monitor and control commercial activities.

### **Compliance with laws and legal regulations**

RGX shall protect the confidentiality and security of the information collected in compliance with laws, regulations, government requests, and User-generated inquiries.

### **Website performance analysis**

In order to monitor how our services are used, we actively review and analyze information. The operations team manages this inspection, continuously improving the platform's performance and addressing customer issues.

On a regular basis, we strive to constantly monitor our system performance information and customer interactions to resolve any issues immediately.

### **Communications with you**

In order to communicate directly with Users to provide information about their access to the website, transactions, and security information, and to provide direct support to Users we shall use the personal information we collected, such as email addresses. Without our processing and verification of your personal information in each contact, we shall not be able to respond to your

requests or questions. Confidentiality of all direct communications shall be maintained and monitored internally.

### **Adherence to service terms and other conditions**

For us, it is crucial that we and our Users regularly prevent, control, and stop any prohibited or illegal actions that violate the Terms of Services. In order to protect the interests of our Users, we shall strictly implement our agreements with third parties and monitor violations of the Terms of Services. RGX is entitled to terminate the service to any User who violates the Terms of Services without providing any prior written notice.

### **HOW RGX PROTECTS USER INFORMATION**

To prevent your data from being lost, misused, or altered RGX implements a number of security measures. Following technologies are included in our information security tools but are not limited to them: PCI scanners, SSL (Secure Sockets Layered) encryption technology, password usage, internal data access restrictions, and strict control over physical access to buildings and files.

As the transmission of data over the internet or the electronic environment cannot be 100% guaranteed, be aware that you will need to be cautious to protect your personal information as a User and take security precautions independently.

If you suspect that you have lost your password or personal account information to someone else, please lock your account and contact the RGX customer service.

### **LIABILITY**

### **COMPENSATION**

Hereby entering into this Agreement, you agree that you are obligated to compensate for all damages (*including attorney's fees and penalties imposed by the relevant authorities*) in the event of a breach, and to indemnify RGX, its subsidiaries, contractors, licensors, its directors, employees and agents. This section shall also apply in cases of your violation of applicable laws, regulations or third party rights while using RGX services.

### **USE OF YOUR EMAIL**

Having accurate information about you permits us to provide you with a smooth, efficient, and customized experience. Specifically, we may use information collected about you via the Site [or our mobile application] to:

- Deliver targeted advertising, news, and other information regarding promotions and the Site [and our mobile application] to you.
- Notify you of updates to the Site [and our mobile application].
- Offer new products, services, [mobile applications,] and/or recommendations to you.
- Compile anonymous statistical data and analysis for use internally or with third parties.
- Create and manage your account.
- Email you regarding your account or order.
- Fulfill and manage purchases, orders, payments, and other transactions related to the Site [and our mobile application].
- Generate a personal profile about you to make future visits to the Site [and our mobile application] more personalized.
- Increase the efficiency and operation of the Site [and our mobile application].
- Monitor and analyze usage and trends to improve your experience with the Site [and our mobile application].
- Perform other business activities as needed.
- Assist law enforcement and respond to subpoenas.

## **What Are Your Rights?**

### ***How Do I Opt Out of Email Push Notifications?***

We offer a variety of commercial emails and email newsletters. You can unsubscribe from them by following the “unsubscribe” instructions near the bottom of the email. You can also email us at [support@rgxtrade.com](mailto:support@rgxtrade.com) or visit the privacy policy section on our website.

We complete any opt-out request as quickly as we can. This opt-out request won't prohibit us from sending you important nonmarketing notices.

We might need to keep certain information for recordkeeping purposes, or to complete a transaction you began prior to requesting a change or deletion (*to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.*)

## Disclaimer

*The information transmitted by this email is intended only for the person or entity to which it is addressed. This email may contain proprietary, business-confidential, and/or privileged material. If you are not the intended recipient of this message, be aware that any use, review, retransmission, distribution, reproduction or any action taken in reliance upon this message is strictly prohibited. If you received this in error, please contact the sender and delete the material from all computers.*

## **CONTACT**

We aspire to provide services to our customers in the best interests of all of them. If you have any questions, comments, or requests regarding this Privacy Policy, please visit the FAQ section of our website or contact us through

– [support@rgxtrade.com](mailto:support@rgxtrade.com)– email address.

We will work towards solving your problems.