

COMMUNICATION POLICY

1. Introduction

This Communication Policy (the “Policy”) sets out the terms under which Delcamp Global Markets Inc (“the Company”, “we”, “our”, “us”) may contact its clients and prospective clients (“the Client” or “you”) relates solely to our [website](#)

By approving and accepting this Policy, the Client expressly provides consent to receive communications from the Company in accordance with the provisions set out herein.

2. Purpose and scope

2.1. The purpose of this Policy is to ensure that all marketing communications made by the Company are conducted in compliance with applicable laws and regulations, including but not limited to financial services and data protection legislation.

2.2. This Policy applies to all forms of direct marketing conducted by the Company, whether executed by its employees, contractors, or authorized third-party service providers, through the following channels:

- Email
- Telephone (landline and mobile)
- Instant messaging applications (including, but not limited to, WhatsApp, Viber, Telegram, and SMS) connected to the Client’s registered phone number.

2.3. Service and transactional messages do not constitute marketing communications under this Policy. These include, but are not limited to:

- Trade confirmations;
- Security alerts;
- Account statements and balance notifications;
- Legal, regulatory, or compliance notices;
- Updates necessary for the safety or operation of the Client’s account

Such service and transactional messages may be sent to the Client regardless of whether the Client has opted out of marketing communications, where permitted by law.

3. Client Consent

3.1. By approving this Policy, the Client grants the Company explicit consent to be contacted for marketing purposes through the communication channels listed in Section 2.2.

3.2. The Client acknowledges and agrees that such communications may include, but are not limited to:

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Risk Warning: Trading involves significant risk. Please trade responsibly.

- Information regarding new products, services, and features;
- Promotional offers and campaigns;
- Market news, analysis, and updates.

3.3. The Client may withdraw consent at any time in accordance with Section 4 below.

4. Right to Withdraw Consent (Unsubscribe)

4.1. The Client has the right to unsubscribe from receiving marketing communications at any time.

4.2. Unsubscribing may be affected by:

- a. Clicking the “unsubscribe” link available in all marketing-related emails; or
- b. Contacting the Client’s designated Account Manager directly and requesting removal from marketing distribution lists.

4.3. Withdrawal of consent will not affect the Company’s right to send service or transactional communications as described in Section 2.3, to the extent permitted by applicable law.

5. Rules of Communication

5.1. Email Marketing

- All email communications will clearly identify the Company as the sender.
- Each email will include a valid unsubscribed option in accordance with Section 4.

5.2. Messenger and SMS Marketing

- Messages should be professional, accurate, and not misleading.
- Each Client retains the right to discontinue such communications in accordance with Section 4.

6. Monitoring, Enforcement, and Review

6.1. The Compliance Department shall oversee adherence to this Policy and shall conduct regular reviews of marketing practices.

6.2. This Policy will be reviewed annually, or more frequently if required, to ensure ongoing compliance with applicable laws and regulations.