

Privacy Statement

Effective Date: June, 2024

1. Introduction

Forms Capital Limited is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Statement outlines how we collect, use, disclose, and safeguard your information when you engage with our services and products.

2. Information We Collect

We collect various types of information in connection with the services and products we provide, including:

- **Personal Identification Information:** Name, address, date of birth, Ghana Card number, Passport Number (Non-residents), Marital Status, Sex, Occupation., Residential Status, employment details, and next of kin details.
- **Contact Information:** Email address, phone number, WhatsApp number and mailing address and social media address.
- **Financial Information:** Bank account numbers, Mobile money numbers, credit card numbers, income (Payslip and bank statement), credit history, and other financial details.
- **Transaction Information:** Details about your transactions with us and our affiliates including bank, card, POS and mobile money transactions.
- **Online Activity:** Information from your use of our website, mobile applications, USSD applications and online services, such as IP addresses, browser type, and access times.

3. How We Use Your Information

We use the information we collect for various purposes, including:

- **Providing Services:** To process transactions, manage your accounts, and deliver financial products and services.
- **Customer Support:** To respond to your inquiries and provide customer support.
- **Marketing & Promotions:** To offer you products and services that may be of interest to you, subject to your preferences and applicable law.
- **Compliance:** To comply with legal and regulatory requirements, court orders, and other legal processes.
- **Security:** To protect against fraud, unauthorized transactions, claims, and other liabilities, and to manage risk exposure.

4. Information Sharing

We may share your information with third parties in the following circumstances:

- **With Your Consent:** We will share your information with your explicit consent.

- **Service Providers:** We may share your information with service providers who perform services on our behalf, such as payment and collections processing, data analysis, credit scoring/checks and customer support.
- **Legal Requirements:** We may disclose your information in response to a subpoena, court order, or other legal process, or as required by law.
- **Business Transfers:** In connection with a merger, acquisition, or sale of all or a portion of our assets.

5. Data Security/Protection

We implement a variety of security measures to protect your personal information. These measures include encryption, access controls, and regular security audits.

6. Your Choices and Rights

Depending on your location and applicable law, you may have the following rights regarding your personal information:

- **Access and Correction:** You can request access to and correction of your personal information.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal and contractual restrictions.
- **Opt-Out:** You can opt out of receiving marketing communications from us.

To exercise these rights, please contact us at info@formscapital.com or WhatsApp number **0504639295**.

7. Changes to This Privacy Statement

We may update this Privacy Statement from time to time. We will notify you of any significant changes by posting the new Privacy Statement on our website and updating the effective date.

8. Contact Us

If you have any questions or concerns about this Privacy Statement or our privacy practices, please contact us at:

Forms Capital Limited

Address: P.O.BOX. OS 1914

Osu, Accra

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Email: info@formscapital.com