



PRIME DESK

MULTI-ASSET INSTITUTIONAL-GRADE BROKERAGE

Cookie Policy

Cookies and Similar Technologies Used on
the Prime Desk Website, Portal and Platforms

Company Registration Number 2026-00429
Saint Lucia International Business Company
Version 1.0 · Reference PD-LEG-04

FORMS PART OF THE PRIVACY POLICY AND THE CLIENT AGREEMENT

WWW.PRIME-DESK.COM



1 — Scope

1.1 What This Covers

This Cookie Policy explains how Prime Desk Ltd. uses cookies and similar technologies on www.prime-desk.com, the client portal, and our web-based platforms. It forms part of the Privacy Policy and should be read with it. Where this Policy refers to "cookies", it includes the similar technologies described at Section 2.3.

1.2 Your Choices

When you first visit our website you are shown a consent banner. Strictly necessary cookies are set without consent because the site cannot function without them. Every other category is set only if you accept it. You can change your choice at any time through the cookie preferences link in the website footer, or by clearing cookies in your browser.

2 — What Cookies Are

2.1 Definition

A cookie is a small text file placed on your device by a website. It allows the site to recognise your device on a later visit, remember your preferences, keep you signed in, and understand how the site is used.

2.2 First Party and Third Party

First-party cookies	Set by prime-desk.com. We control them and the data they generate.
Third-party cookies	Set by a provider we use, such as an analytics or advertising platform. They are controlled by that provider under its own privacy policy, which we link to in the cookie preferences panel.

2.3 Similar Technologies

Local storage	Data stored by your browser, used to hold session state and interface preferences.
Pixels and tags	Small transparent images or code snippets that record that a page was loaded or an action taken.
Software development kits	Code within our mobile applications that performs the equivalent function of a cookie.
Device identifiers	Identifiers used to recognise a device for security and fraud prevention.

2.4 Session and Persistent

A **session** cookie is deleted when you close your browser. A **persistent** cookie remains for a defined period or until you delete it. The duration of each category is set out at Section 3.



3 — The Categories We Use

Strictly Necessary

ALWAYS ON · CONSENT NOT REQUIRED · SESSION TO 12 MONTHS

Required for the site to work. They keep you signed in, maintain your session between pages, remember the items in a form you are completing, balance server load, and protect against fraud and cross-site request forgery. They also record your cookie choices so that we do not ask again on every page. **These cannot be switched off.** Disabling them in your browser will prevent you from logging in or opening an account.

Functional

OPTIONAL · CONSENT REQUIRED · UP TO 12 MONTHS

Remember choices you have made so that the service is more convenient: your language, your country, your account currency display, chart and interface preferences, and whether you have dismissed a notice. Declining these does not prevent you using the site, but you will need to set your preferences again on each visit.

Analytics and Performance

OPTIONAL · CONSENT REQUIRED · UP TO 24 MONTHS

Tell us how the site is used — which pages are visited, how long people stay, where errors occur, and where a registration is abandoned. We use this to fix faults and improve the service. Reporting is aggregated; we do not use analytics data to make a decision about an individual client or account.

Marketing and Advertising

OPTIONAL · CONSENT REQUIRED · UP TO 13 MONTHS

Set by us and by advertising partners to measure the performance of a campaign, to attribute a registration to the channel that produced it, and to limit how often you see the same advertisement. Where enabled, these cookies may be used to show you Prime Desk advertising on other websites. Declining them does not reduce the number of advertisements you see, only their relevance.

Partner Attribution

OPTIONAL · CONSENT REQUIRED · UP TO 13 MONTHS

Where you reach us through an introducing broker or affiliate link, an identifier records which partner referred you so that the correct commission is paid. This identifier is linked to your account on registration. It records the referral only; **it does not give the partner access to your browsing, your account data, or your trading.**

WHAT WE DO NOT DO

We do not use cookies to collect your trading passwords, your payment card details, or the contents of your identity documents. We do not sell cookie data. We do not use cookies to profile you for a credit or suitability decision.



4 — How to Control Cookies

4.1 Through Our Preferences Panel

Use the **Cookie Preferences** link in the footer of every page. You can accept or reject each optional category, and your choice takes effect immediately. We ask for consent again after twelve (12) months, or sooner if we introduce a new category.

4.2 Through Your Browser

Every major browser allows you to see the cookies stored, delete them, block them from specific sites, or block them entirely. The controls are in the privacy or security section of your browser's settings. Blocking all cookies will prevent you from signing in to the client portal.

BROWSER	WHERE TO LOOK
Google Chrome	Settings → Privacy and security → Third-party cookies
Safari	Settings → Safari → Privacy & Security
Microsoft Edge	Settings → Cookies and site permissions
Mozilla Firefox	Settings → Privacy & Security → Cookies and Site Data

4.3 Do Not Track

Browsers differ in how they implement "Do Not Track" and there is no agreed standard for responding to it. We therefore do not rely on that signal, and ask you to use our preferences panel instead, which we do honour.

5 — Third-Party Providers

Where a third-party cookie is set, the provider is identified by name in the cookie preferences panel together with a link to its own privacy notice and the category it falls within. That list is maintained as the current record of the providers in use, and is updated whenever a provider is added or removed.

We require each provider to process data only for the purpose we have specified, and not to use it to build an independent profile of you for its own purposes. We cannot, however, control how a provider operates its own service, and you should read its notice if you wish to understand it fully.

6 — Cookies and Personal Data

Some cookie identifiers are personal data because they can be linked to you, particularly once you sign in. Where that is the case, the data is handled under the **Privacy Policy**, including the retention periods at Section 7 of that Policy and the rights at Section 9. Withdrawing consent to a cookie category stops further collection through it; it does not by itself delete data already collected, which you may request separately at privacy@prime-desk.com.



7 – Trading Platforms and Mobile Applications

The MetaTrader 5 desktop and mobile applications are provided by a third-party technology supplier and are not governed by this Policy in respect of the data that supplier collects within its own application. Our web-based portal and any web terminal we publish are governed by this Policy in full. Where we distribute a mobile application under our own name, the equivalent technologies within it are treated as cookies for the purposes of this Policy and are controlled through the application's privacy settings.

8 – Changes to This Policy

We may amend this Policy. The current version is published at www.prime-desk.com and identified by its version number and reference. Where we introduce a new category of cookie, or materially change the purpose of an existing one, we will ask for your consent again before it is used.

9 – Questions and Complaints

Questions about this Policy, or a request relating to data collected through cookies, should be sent to privacy@prime-desk.com. If you are not satisfied with our response, write to complaints@prime-desk.com and your complaint will be handled under the Complaints Handling Policy.

RELATED DOCUMENTS

This Policy should be read with the **Privacy Policy** (PD-LEG-03), the **Website Terms and Conditions**, and the **Client Agreement** (PD-LEG-01), each published at www.prime-desk.com.

CONTACT

Privacy and cookies	privacy@prime-desk.com
Client support	support@prime-desk.com
Complaints	complaints@prime-desk.com
Registered office	Top Floor, Rodney Court Building, Rodney Bay, Gros Islet, Saint Lucia LC01 401