



● OFFICIAL DOCUMENT

GLOBAL TRACKING TRANSPARENCY

Cookies Policy and Management

Tracking Technologies, Preferences and User Controls

DOCUMENT

RG-LEGAL-COOKIES-001

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ROUTE-AWARE POLICY

RockGlobal Legal and Compliance

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This Cookies Policy explains how RockGlobal uses cookies and similar technologies on websites, webpages, client-access routes, forms, widgets, and other online resources that link to this policy (together, the **Website**).

Cookies help us provide a secure and reliable online environment, remember appropriate choices, understand how the Website performs, and improve the experience of people researching or accessing RockGlobal services. This policy should be read with the RockGlobal Privacy Policy and Website Terms of Use.

Cookie choices at a glance

- **Strictly necessary cookies** support security, fraud prevention, network management, consent records, and services you request. They cannot normally be switched off through a consent tool because the relevant feature may not work without them.
- **Performance and analytics cookies** help us understand page usage, loading speed, errors, and navigation so we can improve the Website. Where required, we use them only after you choose to allow them.
- **Functionality cookies** remember optional preferences such as language, region, display settings, or support choices. Disabling them may cause preferences to reset.
- **Advertising and marketing technologies**, if introduced on a route, support campaign measurement or relevant communications and are controlled separately from necessary cookies.
- You can use an available cookie preference centre or your browser settings to allow, block, or delete non-essential cookies.
- Blocking all cookies may affect secure login, fraud-prevention controls, forms, saved preferences, and other Website features.
- The cookie table in section 7 is a representative operational inventory. Exact names, providers, and lifetimes can vary by route, consent configuration, browser, and service release.

1. Scope and responsible RockGlobal entity

RockGlobal is a brand used by separate legal entities. The RockGlobal entity responsible for cookie-related processing normally depends on the Website domain, regional path, jurisdiction selector, footer, application route, or agreement through which you access services.

Website route	Responsible RockGlobal entity	Registration details
International	RockGlobal International LLC	Company No. 3108 LLC 2023, registered in Saint Vincent and the Grenadines
Australia	ROCKGLOBAL CAPITAL MARKETS PTY LTD	ABN 12 108 915 233; Australian Financial Services Licence No. 282 288
New Zealand	Rockfort Markets Limited , trading as RockGlobal	NZBN 9 429 042 010 807; FSP509 766

Each entity is generally responsible for its own Website route and the processing it determines. RockGlobal entities may share technology, security services, analytics configuration, or providers where permitted and subject to appropriate safeguards.

For the New Zealand route, registration on the Financial Service Providers Register does not itself mean that Rockfort Markets Limited is licensed or actively supervised for every financial service.

2. What cookies are

A cookie is a small text file or data record that a website asks your browser to store on your device. When you return to a page or move between pages, the browser can send the cookie value back to the website or provider that set it.

Cookies can support functions such as:

- keeping a secure session active while you move between authorised pages;
- distinguishing a legitimate request from a fraudulent or automated request;
- remembering that you selected a language or cookie preference;
- measuring whether pages load correctly and identifying errors; and
- helping us understand how visitors navigate the Website.

A cookie does not normally contain the full content of a document, password, or trading instruction. A cookie identifier may nevertheless be personal information when it identifies, relates to, or can reasonably be linked with a person, device, account, or online activity.

3. Session, persistent, first-party, and third-party cookies

Cookies are commonly described by how long they last and who provides them.

3.1 Session and persistent cookies

- **Session cookies** are intended to last for a browsing or authenticated session and are usually removed when the browser or session closes. A browser may restore a session depending on its settings.
- **Persistent cookies** remain until their stated expiry, until they are replaced, or until you delete them. They can remember preferences or recognise a returning browser.

3.2 First-party and third-party cookies

- **First-party cookies** are set for the RockGlobal domain or route you are visiting, even where a contracted provider helps operate the underlying service.
- **Third-party cookies** are set or read by another domain or provider whose service is embedded in or connected to the Website.

Third-party providers may process information under their own privacy notices as independent organisations or under instructions from RockGlobal as service providers. Browser restrictions may block, partition, or shorten the lifetime of some third-party and first-party cookies.

4. Similar technologies

This policy also applies to technologies that store information on, or access information from, your device even if they are not conventional browser cookies. They may include:

- local storage and session storage;
- software development kits and mobile identifiers;
- tags, pixels, web beacons, and conversion signals;
- scripts, embedded content, and device or browser identifiers;
- server logs, IP-derived information, and security telemetry; and
- link parameters or identifiers used to measure a referral or campaign.

Some of these technologies do not place a text file on your device and may not be controlled by the browser's cookie menu. Where a consent or preference tool covers them, the relevant category choice applies. You may also need to use device, application, or provider controls.

We do not use these technologies to capture passwords, private keys, or the substantive content of trading instructions for advertising purposes.

5. Why RockGlobal uses cookies

We use cookies and similar technologies only for defined operational purposes, which may include:

- securing the Website, client-access routes, login processes, forms, and communications;
- maintaining authenticated sessions and preventing cross-site request forgery, credential abuse, fraud, and automated attacks;
- distributing traffic, maintaining availability, and diagnosing technical faults;
- recording cookie choices and other settings you request;
- remembering language, region, accessibility, or interface preferences;
- measuring page availability, loading time, errors, navigation, and aggregate Website usage;
- understanding which content and journeys are useful and where visitors encounter difficulty;
- measuring the effectiveness of communications or campaigns where permitted; and
- meeting legal, regulatory, audit, security, and recordkeeping obligations.

Cookie-derived information is not used as the sole basis for deciding whether to approve a trading account, execute an order, or determine an individual's suitability for a financial product. Security signals may result in additional verification or a temporary restriction where reasonably necessary to protect a user, account, or system.

6. Cookie categories

6.1 Strictly necessary cookies

Strictly necessary cookies enable services and protections that are essential to the Website feature you request. Depending on the route, they may:

- maintain a secure login or authenticated session;
- balance network traffic and maintain page availability;
- protect forms and sessions against forgery, replay, bots, fraud, or abuse;
- remember a cookie choice so that non-essential technologies follow your selection;
- route you to the correct regional or service environment; or
- preserve a transaction or application step while you move between authorised pages.

These cookies are normally active by default because the relevant service or security function cannot reasonably operate without them. They are not used solely for advertising. You can block them through your browser, but secure areas, forms, account access, or preference controls may stop working correctly.

6.2 Performance and analytics cookies

Performance and analytics cookies help us assess how the Website operates and how visitors use it. They may collect or derive information such as:

- pages visited and the order in which they are viewed;
- approximate session duration, referral source, and navigation events;
- page-loading time, responsiveness, browser type, device category, and approximate location derived from IP address;
- error messages, failed resources, and diagnostic events; and
- aggregated counts, trends, and journey completion rates.

RockGlobal may use a first-party analytics configuration or a provider such as Google Analytics where it has been approved for the relevant route. Where required by law or configuration, these technologies remain inactive until you allow the analytics category. We seek to minimise collected data, apply appropriate retention settings, and restrict access to authorised personnel and providers.

Analytics reports are primarily used to improve reliability, content, navigation, and service design. They are not executable market data and do not form part of a client trading record.

6.3 Functionality cookies

Functionality cookies support optional features and remember choices that are not essential to basic Website operation. They may remember:

- language, regional, or jurisdiction selections;
- display, accessibility, or interface preferences;
- previously viewed content or an unfinished non-transactional journey;
- support-widget or communication preferences; and
- whether an optional Website message has already been shown.

If you disable functionality cookies, the Website should remain generally available, but choices may reset, content may be less relevant to your route, and optional tools may not behave as expected.

6.4 Advertising and marketing technologies

RockGlobal may use advertising or marketing technologies on a Website route only where approved, disclosed, and permitted. They may measure whether a communication or advertisement led to a Website visit or completed action, limit repetition, or help present more relevant communications.

These technologies are not strictly necessary. Where consent is required, they remain off unless you choose to allow them. RockGlobal does not treat acceptance of necessary cookies as agreement to advertising cookies.

No advertising-cookie name is included in the current representative inventory because the active Website code reviewed for this version did not contain a confirmed advertising or remarketing tag. The table and preference tool must be updated before such a technology is activated.

7. Representative cookie inventory

The following table describes cookies or naming patterns that RockGlobal may use to deliver the purposes above. A name containing words such as **equivalent**, **route**, or **measurement ID** indicates that the exact production name can vary. A conditional analytics row does not mean that Google Analytics is active on every RockGlobal route.

Before publication or activation of a new provider, RockGlobal should reconcile this table against a current technical scan and the settings shown in the relevant consent tool.

Cookie Name	Provider/Source	Purpose/Function	Retention/Expiry Period
rg_cookie_consent or route-specific equivalent	RockGlobal or approved consent-management provider	Records cookie-category choices and the applicable policy or consent version so the Website can respect the user's selection	Up to 12 months, then renewed where appropriate
rg_session or service-specific session identifier	RockGlobal or secure account-service provider	Maintains an authenticated or protected session and routes requests to the correct service environment	Session; some security configurations may retain it for up to 24 hours
rg_csrf or equivalent security token	RockGlobal	Helps protect forms and authenticated actions against cross-site request forgery, replay, and unauthorised submission	Session or until the protected workflow ends
rg_security or provider-specific security identifier	RockGlobal, hosting, content-delivery, or security provider	Detects malicious traffic, rate-limit breaches, bot activity, fraud, or technical abuse and supports Website availability	From the session duration up to 12 months, depending on the security event and provider configuration
rg_locale or route-specific equivalent	RockGlobal	Remembers language, region, or jurisdiction choices requested by the visitor	Up to 12 months

Cookie Name	Provider/Source	Purpose/Function	Retention/Expiry Period
rg_functional_preferences or equivalent	RockGlobal	Remembers optional display, accessibility, support, or interface choices	Up to 12 months, or until the preference is cleared
_ga	Google Analytics, where enabled and permitted	Distinguishes browsers or users for Website measurement and aggregate usage reporting	Up to 2 years by default; browser rules or RG configuration may shorten this period
ga[measurement-id]	Google Analytics, where enabled and permitted	Persists analytics session state for the relevant Google Analytics property	Up to 2 years by default; browser rules or RG configuration may shorten this period
Provider-specific diagnostics identifier	Approved performance or error-monitoring provider, where enabled	Connects technical events within a limited diagnostic session so errors, latency, or failed resources can be investigated	Session to 90 days, according to the approved configuration
Provider-specific support identifier	Approved chat or support provider, where enabled	Maintains an optional support interaction and remembers the state of the support tool	Session to 30 days, according to the approved configuration

Cookies may expire earlier when you clear browser data, withdraw consent, use private browsing, do not return for a period, or when a browser imposes a shorter lifetime. A provider may change a technical cookie name or default lifetime. RockGlobal should assess and document that change before relying on the updated configuration.

8. Information associated with cookies

Depending on the cookie and category, RockGlobal or an approved provider may process:

- the cookie or device identifier;
- IP address and approximate region derived from it;
- browser, operating system, device type, language, and time zone;
- date and time of access, referring page, requested URL, and pages viewed;
- session, login, authentication, consent, and security events;
- page performance, error, diagnostic, and interaction information; and
- campaign or referral parameters where permitted.

We may combine cookie information with account or enquiry information when necessary to authenticate you, prevent fraud, secure a requested service, attribute a form you submit, or meet legal obligations. We do not ask analytics or advertising providers to receive passwords, private keys, full payment-card details, or the content of trading instructions through Website tracking tags.

For further information about collection, legal bases, disclosures, international transfers, retention, security, and individual rights, read the RockGlobal Privacy Policy.

9. Consent and other legal grounds

Cookie rules vary by jurisdiction and technology. RockGlobal uses a consent mechanism where consent is required for storing or accessing information on a device. In those cases:

- non-essential categories remain inactive until an affirmative choice is recorded;
- choices are separated by meaningful category where appropriate;
- rejecting non-essential cookies should be as accessible as accepting them;
- consent can be withdrawn without affecting processing already carried out lawfully; and
- strictly necessary cookies are explained even where consent is not required.

In some jurisdictions, limited analytics or preference technologies may qualify for a statutory exception if configured and used only for the permitted purpose. RockGlobal will rely on an exception only after assessing the relevant route, configuration, data use, and current law.

Where device-access consent is not the applicable legal basis, related personal-information processing may be necessary to provide a requested service, comply with law, or support RockGlobal's legitimate interests in security, fraud prevention, reliability, and service improvement. We balance those interests against applicable rights and reasonable expectations.

10. Using RockGlobal cookie controls

Where the Website displays a cookie banner or preference centre, you can use it to:

- accept or reject non-essential categories;
- review a short explanation of each category;
- change a previous selection; and
- confirm when the preference was last updated.

Look for **Cookie settings**, **Privacy settings**, or a similar link in the Website footer or banner. The available categories can differ by route because local law, providers, and Website features differ.

Changing a preference normally applies to the browser and device on which you make the change. You may need to repeat the choice if you use another browser or device, clear storage, browse privately, or if a material policy or technology change requires a renewed selection.

If no preference centre is displayed, you can still control cookies through your browser as described below. Absence of a preference centre does not authorise RockGlobal to deploy non-essential technologies where consent is legally required.

11. Browser controls and deletion

Most browsers allow you to view, block, limit, or delete cookies and other site data. The exact steps depend on the browser and version. Current help pages include:

- **Google Chrome:** <https://support.google.com/chrome/answer/95647>
- **Microsoft Edge:** <https://support.microsoft.com/microsoft-edge/delete-cookies-in-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09>
- **Mozilla Firefox:** <https://support.mozilla.org/kb/clear-cookies-and-site-data-firefox>
- **Apple Safari on Mac:** <https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac>

Browser controls may allow you to:

- delete cookies for one site or all sites;
- block all cookies or only third-party cookies;
- clear storage when the browser closes;
- prevent cross-site tracking; or
- browse in a private or incognito session.

Blocking or deleting a consent cookie can cause the Website to ask for your choices again. Blocking strictly necessary cookies may prevent login, security validation, fraud controls, forms, or regional routing from functioning.

If Google Analytics is enabled on a route, Google also offers a browser add-on designed to prevent Google Analytics measurement: <https://tools.google.com/dlpage/gaoptout>

RockGlobal does not control browser or provider tools and cannot guarantee their continued availability or operation.

12. Device settings and mobile applications

Mobile devices and applications may provide additional controls for advertising identifiers, tracking permissions, location, application data, and embedded browser storage. Review the privacy or advertising settings provided by your operating system and device manufacturer.

Deleting an application does not necessarily delete information already held by RockGlobal or a provider under an applicable retention obligation. The Privacy Policy explains how to exercise available privacy rights.

Where a RockGlobal application uses a software development kit or mobile identifier, the application-specific notice and permission screen should identify the relevant purpose and choice.

13. Do Not Track and preference signals

Some browsers transmit **Do Not Track**, **Global Privacy Control**, or other preference signals. Legal recognition and technical standards for these signals vary.

Where applicable law requires RockGlobal to recognise a supported signal, we will process it for the relevant browser, device, and purpose. A signal may not disable strictly necessary technologies or apply across every device. You should also use the Website preference centre, where available, to record category choices directly.

We do not interpret silence, continued browsing, or a pre-selected control as consent where an affirmative choice is required.

14. Consequences of disabling cookies

You can browse many public pages without allowing performance, functionality, or advertising cookies. However, restricting storage may result in:

- repeated cookie or regional notices;
- language and display preferences being forgotten;
- reduced ability to diagnose page errors or loading problems;
- support widgets or embedded content not loading;
- forms losing information when you move between steps; or
- secure login, authentication, fraud-prevention, or client-access features failing.

If a secure feature does not work after cookies are blocked, you may need to allow the strictly necessary cookies for the relevant RockGlobal domain. Contact the relevant route if you need assistance.

15. Third-party providers and international processing

Some approved providers may process cookie-related information outside the country where you access the Website. Provider locations can include Australia, New Zealand, the United States, the United Kingdom, the European Economic Area, and other locations where RockGlobal or its providers operate.

Where required, RockGlobal uses contractual, organisational, and technical safeguards for international processing. We assess providers proportionately, limit access, configure retention, and require appropriate security and confidentiality obligations.

A third party may act as RockGlobal's processor or service provider for one purpose and as an independent organisation for another. Review any provider notice made available through the consent tool or relevant feature. RockGlobal does not authorise a provider to use strictly necessary security data for its unrelated advertising purposes merely because its technology appears on the Website.

16. Security and retention

RockGlobal applies measures designed to protect cookie-related information against unauthorised access, alteration, disclosure, or loss. Measures may include encryption in transit, secure and HTTP-only cookie attributes where appropriate, access controls, provider due diligence, logging, monitoring, and retention limits.

No internet or storage technology is completely secure. Do not copy, disclose, or transmit an authenticated session identifier. Sign out of secure services on shared devices and keep your browser and operating system current.

Cookie expiry is not always the same as the retention period for information derived from a cookie. Aggregated analytics, consent records, security logs, or evidence required for legal claims may be retained separately for the period described in the Privacy Policy or an applicable recordkeeping schedule. RockGlobal deletes or anonymises information when it is no longer reasonably required, subject to legal obligations.

17. Changes to this policy

We may update this policy when cookies, providers, Website features, legal requirements, or RockGlobal routes change. The current version will display its effective and last-updated dates.

Before activating a materially different non-essential technology, RockGlobal should update the inventory and consent configuration and provide any notice or renewed choice required by law. We will not use an old consent for a materially incompatible purpose where a new choice is required.

Prior versions are retained in RockGlobal records and may be requested using the contacts below.

18. Contact us

Address questions or concerns about cookies, tracking technologies, or privacy choices to **Privacy and Compliance**. Include the relevant Website domain, route, browser, device type, and a description of the issue. Do not include passwords, session identifiers, or unnecessary identity documents.

International route

RockGlobal International LLC

Company No. 3108 LLC 2023

2nd Floor, Reigate Building, P.O. Box 356

Kingstown, Saint Vincent and the Grenadines

Email: info@rockglobal.com

Australian route

ROCKGLOBAL CAPITAL MARKETS PTY LTD

ABN 12 108 915 233

Australian Financial Services Licence No. 282 288

Email: support@rockglobaltrading.com

New Zealand route

Rockfort Markets Limited, trading as RockGlobal

NZBN 9 429 042 010 807; FSP509 766

Level 5/187 Broadway

Newmarket, Auckland 1023, New Zealand

Email: support@rockglobal.co.nz

If you contact the wrong route, RockGlobal may direct or securely forward your enquiry to the appropriate entity.