ONETAPTRADE

REGULATORY & COMPLIANCE STATEMENT

Last Updated: 27 July 2026 | Version 3.1

Who We Are

OneTapTrade is an **automated trading technology platform** operated by **ZAD Ventures FZE**, a free zone establishment incorporated in the United Arab Emirates (Licence No. 4426544.01, SPC Free Zone Authority, Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates).

What We Do

- We provide **software** that lets users build, configure, backtest and deploy automated trading strategies ("Bots").
- We provide **connectivity** between a Bot and a brokerage or exchange account that the user holds in their own name, using the connection credentials the user supplies. On MetaTrader this is the account master password, which permits trading but not withdrawal.
- Once a user grants a Trading Authorization and activates a Bot, **orders are transmitted to that user's account automatically, without individual confirmation.**
- We publish Bots of our own that users may select and activate, and we host Bots that users create themselves.

What We Do Not Do

- We do **not** hold, receive, control, pool or have the ability to withdraw client funds or assets. All capital remains in the user's own brokerage account.
- We do **not** operate a brokerage, exchange, execution venue or clearing facility. Execution, pricing, margin and settlement are performed by the user's broker.
- We do **not** provide personal investment advice or assess whether automated trading, any Bot, instrument or level of leverage is suitable for any individual.
- We do **not** charge performance fees or share in user profits or losses.
- We do **not** manage money on a discretionary basis outside the parameters a user has configured and activated.

Our Regulatory Position

We are **not licensed or registered** as a broker, dealer, custodian, exchange, clearing house, investment adviser, portfolio manager or asset manager with the UAE Securities and Commodities Authority, the Central Bank of the UAE, the DFSA, the FSRA (ADGM), VARA, the Securities and Exchange Board of India, or any other financial services regulator.

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Regulatory treatment of automated trading technology differs between jurisdictions and continues to develop. How the Platform is characterised under the law of any particular jurisdiction is a matter for the competent authority of that jurisdiction. Users should not treat the absence of a licence as an indication that a given regulatory regime does not apply to their use of the Platform, and are responsible for determining whether their own use is lawful where they are located.

We keep our regulatory position under review and will update this statement if it changes.

Our Compliance Commitments

Area	Commitment
Consumer protection	Terms accepted before payment; transparent pricing; 7-day first-purchase refund (UAE Federal Law 15/2020)
Client assets	No custody at any time; trading-only connections required; withdrawal credentials neither requested nor held; on MetaTrader the credential used cannot move funds
Informed authorization	Automated trading requires a separate, express, unticked authorization, granted per account, with risk disclosure presented at the point of grant
Record keeping	Authorization grants, strategy parameters, orders and execution logs retained for 5 years
Data protection	PDPL (Federal Decree-Law 45/2021) compliance measures; designated privacy contact; encrypted, segregated credential storage; consent-based marketing
Marketing standards	No return guarantees, no misleading performance claims, backtested results labelled as such, documented substantiation for all statistics
Market conduct	Prohibition on strategies designed to manipulate markets; monitoring and reporting of suspected abuse
Financial crime	Sanctions screening on payments; identity verification where required; zero tolerance for money laundering (Federal Decree-Law 10/2025)

Jurisdictional Notice

Services are provided **from the United Arab Emirates**. The Platform is not directed at persons in jurisdictions where the provision or use of automated trading services would be

unlawful or would require a licence we do not hold. Users accessing from other jurisdictions do so at their own initiative and are responsible for compliance with local law. We may restrict access by jurisdiction at our discretion.

Complaints

Email support@onetaptrade.com — we acknowledge within 48 hours and aim to resolve within 14 days. For complaints concerning a specific order or Bot event, include the account, Bot, date and time with time zone so we can retrieve execution logs. Unresolved disputes are handled per the dispute-resolution process in our Terms (negotiation, mediation, then DIAC arbitration seated in the DIFC).

Contact

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