



ZAHID LATIF KHAN SECURITIES (PVT) LTD.

TREC Holder Islamabad Stock Exchange Ltd.

Corporate Office: 412, 4th Floor, ISE Towers, 55-B, Jinnah Avenue, Islamabad.
Tele: 051-2894401-5 Fax: 051-2894406 E-mail: zlksec@hotmail.com, Web: www.zlksec.com

Policies and procedures of Zahid Latif Khan Securities (pvt)Ltd establish the rule of conduct for clients ,employees and employer.Company policies and procedures are in place to protect the right of employees and clients as well as the business interests of employer.Depending on the needs of organization and stock Exchange's compliance various policies and procedures establish rules regarding working style of employees and to deal with the clients.

Telephone recording policy

Introduction

M/s Zahid Latif Khan Securities (pvt) Ltd has a telephone system that is capable of recording conversations. Like many other organizations, this is a standard practice that allows the recording of telephone calls for quality monitoring, training, compliance and security purposes.

All calls received will be recorded and will be retained for a period of one year. These recordings will only be used for the purposes specified in this policy. The call recording facility is automated and accommodates all calls.

Purpose of this telephone recording policy

In order to maintain high standards and protect the public and staff we need to record all telephone calls received into the Customer Advice and Information centre and retain them for a limited period of time.

We shall ensure that the use of these recordings is fair and that we comply with the requirements of the relevant legislation. This includes:

- The Regulation of SECP
- The Data Protection
- The Human Rights

Cantt Branch:
23-Al-Amin Plaza, The Mall,
Rawalpindi-Cantt.
Tele: 5518717-9
Fax: 5518720

Chaklala Branch:
61-C, 1st Floor, Aneek Plaza,
Street-12, Commercial Area,
Chaklala Scheme-III, Rawalpindi.
Tele: 051-5500160, 5500162 Fax: 5501503

City Branch:
201, 2nd Floor,
Dubai Orakzai Plaza,
Murree Road, Rawalpindi.
Tele: 4852800-4852900

Pindi Gheb Branch
Office # 1, Malik Saeed Market,
Near Chief Chowk, Pindi Gheb.
Distt. Attock
Tele: 057-2350461-2

Wah Cantt. Branch:
Office # 2, 1st Floor,
Mall View Plaza,
The Mall, Wah Cantt.
Tel: 4540400, 4540500

All the transactions are subjected to the rules and regulations of the Islamabad Stock Exchange Ltd.



ZAHID LATIF KHAN SECURITIES (PVT) LTD.

TREC Holder Islamabad Stock Exchange Ltd.

Corporate Office: 412, 4th Floor, ISE Towers, 55-B, Jinnah Avenue, Islamabad.
Tele: 051-2894401-5 Fax: 051-2894406 E-mail: zlksec@hotmail.com, Web: www.zlksec.com

Scope of policy

All calls made to M/s Zahid Latif Khan Securities (pvt) Ltd will be recorded. Under normal circumstances a call will not be retrieved or monitored unless:

- It is necessary to investigate a complaint;
- It is part of a management 'spot check' that client service standards are being met;
- There is a threat to staff or visitors or for the prevention or detection of crime;
- It is necessary to check compliance with regulatory procedures

Collecting information

Personal data collected in the course of recording activities will be processed fairly. It will be:

- Adequate, relevant and not excessive;
- Used for the purpose(s) stated in this policy only and not used for any other purposes;
- Accessible only to managerial staff after securing permission from the Head of Secretariat;
- Treated confidentially;
- Stored securely; and
- Not kept for longer than necessary and will be securely destroyed once the issue(s) in question have been resolved.



Zahid Latif Khan
(CEO/Chairman)

Cantt Branch:
23-Al-Amin Plaza, The Mall,
Rawalpindi-Cantt.
Tele: 5518717-9
Fax: 5518720

Chaklala Branch:
61-C, 1st Floor, Aneek Plaza,
Street-12, Commercial Area,
Chaklala Scheme-III, Rawalpindi.
Tele: 051-5500160, 5500162 Fax: 5501503

City Branch:
201, 2nd Floor,
Dubai Orakzai Plaza,
Murree Road, Rawalpindi.
Tele: 4852800-4852900

Pindi Gheb Branch
Office # 1, Malik Saeed Market,
Near Chief Chowk, Pindi Gheb.
Distt. Attock
Tele: 057-2350461-2

Wah Cantt. Branch:
Office # 2, 1st Floor,
Mall View Plaza,
The Mall, Wah Cantt.
Tel: 4540400, 4540500

All the transactions are subjected to the rules and regulations of the Islamabad Stock Exchange Ltd.