

## **Privacy Policy of uaeassistant.com**

**Last update: September 24, 2024.**

This Privacy Policy (the “Policy”) governs the processing and protection of personal data of users of the uaeassistant.com website (the “Site”) provided during the use of the Site and its services. By using the Site, you agree to this Privacy Policy. If you do not agree with any of the provisions, please refrain from using the Site.

### **1. General Provisions**

1.1 This Policy is developed in accordance with current UAE personal data protection laws and regulates the collection, use, processing, and protection of the personal information of Site users.

1.2 Personal data refers to any information related to the user that can directly or indirectly identify them (e.g., name, contact information, passport details).

1.3 The use of the Site and the provision of personal data are voluntary. However, refusal to provide the required information may result in the inability to offer services.

### **2. Collection of Personal Data**

2.1 The Company collects and processes the following categories of personal data:

- First and last name
- Contact information (phone number, email address)
- Other data provided by users during interactions with the Site

2.2 Personal data is collected through:

- Service request submissions
- Visiting and using the Site (automatic collection of data such as IP address, cookies, and other technical information)

### **3. Purposes of Personal Data Processing**

3.1 Personal data is collected and processed for the following purposes:

- Providing corporate and immigration support services in the UAE
- Communicating with users, including sending notifications, requests, and information related to services
- Fulfilling the Company’s obligations to users

- Processing payments for services
- Improving service quality and optimizing Site performance
- Complying with UAE laws and regulations

## **4. Data Processing and Storage**

4.1 Personal data is processed using automated and non-automated means, depending on the collection purpose.

4.2 The Company takes reasonable organizational and technical measures to protect personal data from unauthorized access, alteration, disclosure, or destruction.

4.3 Personal data is stored for the time necessary to fulfill its processing purposes or as required by UAE law.

## **5. Transfer of Personal Data**

5.1 The Company does not transfer personal data to third parties, except as required by law or necessary for service provision.

5.2 Personal data may be shared with:

- Partners and contractors involved in providing services (e.g., law firms, consultants)
- Government authorities and UAE institutions to comply with legal obligations

5.3 In the case of data transfers to third parties, the Company ensures protection levels in line with this Policy.

## **6. Cookies and Other Technologies**

6.1 The Site uses cookies and similar technologies to improve services, analyze user experiences, and provide personalized content.

6.2 Users can configure their browsers to refuse cookies, though this may affect the functionality of certain areas of the Site.

## **7. User Rights**

7.1 Users have the right to:

- Receive information about their personal data processed by the Company

- Request updates, modifications, or deletion of their personal data if it is incomplete, inaccurate, or outdated
- Withdraw consent for personal data processing, except when processing is required by law

7.2 To exercise their rights, users may contact the Company through the contact information provided on the Site.

## **8. Protection of Personal Data**

8.1 The Company takes all necessary measures to protect personal data from unlawful or unauthorized access, alteration, disclosure, or destruction.

8.2 Various security measures, including data encryption, security systems, access control, and regular monitoring, are used to prevent unauthorized access to information.

## **9. Changes to the Privacy Policy**

9.1 The Company reserves the right to modify this Policy at any time. The updated version will be published on the Site.

9.2 Continued use of the Site after changes indicates acceptance of the new terms.

## **10. Contact Information**

10.1 For any questions regarding personal data processing and protection, users can contact the Company using the contact details provided on the Site.

Thank you for trusting and using uaeassistant.com!