



## Privacy Policy

This privacy statement in order to demonstrate our organization's commitment to privacy. We are committed to protecting your privacy and ensuring the highest level of security for your personal information.

We reserves the right to change this policy at any time by notifying users about a new privacy policy.

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

Please read the following carefully to understand our views and practices regarding your personal information. Following are covered as part of this policy.

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- Changes to our privacy policy
- How to contact us

### 1) What data do we collect?

We collect the following data:

- Personal identification information (Name, email address, phone number, etc.)

### 2) How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

### 3) How will we use your data?

We collect your data so that we can:

- To provide the services to you
- Process your order, manage your account.
- Email you in response of any query raised at your end related to our products and services.
- Email you for any assistance required from your end.

### 4) How do we protect your personal information?

We have implemented technical and organizational security measures to safeguard the personal information in our custody and control. Such measures include, for example, limiting access to personal information only to employees who need to know such information; adopting security protocols on networks and systems; using email security settings when sending and/or receiving highly confidential emails; using a mode of delivery or transmission of personal data that affords the appropriate level of security (e.g. registered post instead of normal post where appropriate); confirming the intended recipient of personal data as well as other administrative, technical and physical safeguards. While we endeavor to protect our systems, sites, operations and information against unauthorized access, use, modification and disclosure, due to the inherent nature of the Internet as an open global communications channel and other risk factors, we cannot guarantee that any information, during transmission or while stored on our systems, will be absolutely safe from intrusion by others, such as hackers.

### 5) What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request us for copies of your personal data.

The right to rectification - You have the right to request us to correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.

The right to erasure - You have the right to request us to erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request us to restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object us for the processing of your personal data, under certain conditions.

The right to data portability - You have the right to request us to transfer the data that we have collected to another organization, or directly to you, under certain conditions.

#### 6) What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

#### 7) How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

#### 8) How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

#### **Privacy policies of other websites**

The website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

We keeps its privacy policy under regular review and places any updates on this web page.

### **How to contact us**

If you have any questions about the privacy policy, please do not hesitate to contact us.

Email us at: [iloehelp@dubins.ae](mailto:iloehelp@dubins.ae)

Call us: 600599555

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