



AL TARESH WEBSITE PRIVACY POLICY

Al Taresh is committed to safeguarding the privacy of its website visitors and customers; this policy sets out how we will treat your personal information.

Al Taresh website uses cookies. By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

1. WHO WE ARE

This website is operated by Al Taresh Government Services LLC, having its principal place of business in Dubai, United Arab Emirates ("Al Taresh", "we", "us" or "our").

If you have any questions relating to this Privacy Policy or our processing of your personal information, you may contact us using the contact details provided at the end of this policy.

2. WHAT INFORMATION DO WE COLLECT?

Al Taresh may collect, store and use the following kinds of personal information:

- (a) information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation);
- (b) information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services;
- (c) information that you provide to us for the purpose of registering with us, communicating with us or requesting information from us;
- (d) information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters;
- (e) information provided in connection with visa, immigration, residency, governmental liaison, corporate services, document processing or other services offered by Al Taresh, including passport details, Emirates ID details, visa information, nationality, photographs, family relationship information, sponsor details and other information reasonably required to provide such services;



(f) information obtained from our customers, strategic partners, government authorities or authorised representatives where such information is provided in connection with services requested from Al Taresh;

(g) any other information that you choose to send to us.

3. COOKIES

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may use both "session" cookies and "persistent" cookies on the website. We will use the session cookies to keep track of you whilst you navigate the website and for other website functionality purposes. We will use the persistent cookies to enable our website to recognise you when you visit.

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available on Google's website.

Al Taresh advertisers and payment service providers may also send you cookies. Most browsers allow you to reject all cookies, whilst some browsers allow you to reject just third-party cookies. Blocking cookies may, however, have a negative impact upon the usability of many websites, including this one.

4. USING YOUR PERSONAL INFORMATION

Personal information submitted to us via this website or otherwise provided to us will be used for the purposes specified in this Privacy Policy or in relevant parts of the website. Al Taresh may use your personal information to:

(a) administer the website;

(b) improve your browsing experience by personalising the website;



- (c) enable your use of the services available on the website;
- (d) provide governmental, visa, immigration, residency, licensing, corporate and related services requested by you or our customers;
- (e) process applications, supporting documentation and submissions to governmental authorities;
- (f) communicate with governmental authorities, regulators and public bodies in connection with services requested by you or our customers;
- (g) send to you goods purchased via the website and supply to you services purchased via the website;
- (h) send statements and invoices to you and collect payments from you;
- (i) send you general non-marketing commercial communications;
- (j) send you email notifications which you have specifically requested;
- (k) send to you newsletters and other marketing communications relating to our business where permitted by law or where you have consented to receive such communications;
- (l) provide third parties with statistical information about our users, provided that such information will not be used to identify any individual user;
- (m) deal with enquiries and complaints made by or about you relating to the website or our services;
- (n) maintain internal records, comply with legal and regulatory obligations, prevent fraud and protect our legitimate business interests; and
- (o) other purposes reasonably connected with the provision of our services.

We may process your personal information where such processing is necessary for the performance of a contract, compliance with a legal obligation, the protection of our legitimate interests, the provision of services requested by you or our customers, the protection of public interests recognised by law, or where your consent has been obtained.



Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us. We will not, without your consent or other lawful basis, provide your personal information to any third parties for the purpose of direct marketing.

All website financial transactions are handled through our payment service providers. We will share information with payment service providers only to the extent necessary for the purposes of processing payments and dealing with complaints and queries relating to such payments.

5. **DISCLOSURES**

Al Taresh may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Privacy Policy.

In addition, we may disclose your personal information:

- (a) to the extent that we are required to do so by law;
- (b) in connection with any legal proceedings or prospective legal proceedings;
- (c) in order to establish, exercise or defend our legal rights, including providing information to others for the purposes of fraud prevention and reducing credit risk;
- (d) to government authorities, ministries, immigration authorities, licensing authorities, regulators or other competent public authorities where such disclosure is necessary to provide services requested by you or our customers or is otherwise required by law;
- (e) to our strategic partners, service providers and business partners where reasonably necessary for the provision of services, including where personal information has been provided to us by such parties on behalf of customers;
- (f) to banks, payment service providers and financial institutions in connection with payment processing and related financial transactions;
- (g) in connection with the sale, transfer, merger, reorganisation or disposal of all or part of our business or assets.



Except as provided in this Privacy Policy, we will not provide your information to third parties.

6. INTERNATIONAL TRANSFERS OF DATA

In connection with the provision of our services, your personal information may be transferred to, stored in or processed in countries outside the United Arab Emirates.

Such transfers may occur where required for immigration, residency, visa, governmental or related services, where necessary for the provision of our services, where information is shared with governmental authorities outside the United Arab Emirates, or where our service providers maintain systems or infrastructure outside the United Arab Emirates.

Where personal information is transferred internationally, Al Taresh will take reasonable steps to ensure that appropriate safeguards are implemented in accordance with applicable law.

7. SECURITY OF YOUR PERSONAL INFORMATION

Al Taresh will take reasonable technical and organisational precautions to prevent the loss, misuse, unauthorised access, disclosure, alteration or destruction of your personal information.

Al Taresh will store personal information on secure systems protected by appropriate administrative, technical and physical safeguards. Such safeguards may include access controls, user authentication procedures, encryption technologies, secure networks, monitoring procedures and restricted access to personal information on a need-to-know basis.

All electronic transactions you make to or receive from us will be encrypted where appropriate.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password except when you log in to the website as may be required to access our services.



8. RETENTION OF PERSONAL INFORMATION

Al Taresh will retain personal information only for as long as is reasonably necessary for the purposes for which it was collected, including satisfying legal, regulatory, contractual, accounting and reporting requirements.

Where personal information is processed in connection with visa, immigration, governmental or corporate services, such information may be retained for such period as may be necessary to comply with applicable laws, regulatory requirements, legal proceedings, audit requirements or legitimate business needs.

Where personal information is no longer required, Al Taresh may securely delete, destroy, anonymise or otherwise dispose of such information in accordance with applicable law and internal policies.

9. YOUR RIGHTS

Subject to applicable law, you may request access to personal information that we hold about you and may request the correction of inaccurate or incomplete information.

You may also, where permitted by applicable law, request the deletion of your personal information, request restrictions on processing, object to certain processing activities, request the transfer of your personal information in a commonly used format, withdraw any consent previously provided, or request information regarding the manner in which your personal information is processed.

We may require proof of identity before responding to any request and may refuse requests where permitted by law.

You may instruct us not to process your personal information for marketing purposes by email at any time. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes or we will provide you with an opportunity to opt out of the use of your personal information for marketing purposes.

10. SOURCE OF PERSONAL INFORMATION

Personal information processed by Al Taresh may be obtained directly from you, from your employer, sponsor, family members or authorised representatives acting on your behalf, from our customers, strategic partners, service providers, governmental authorities or from other lawful sources in connection with the provision of services.



11. THIRD PARTY WEBSITES

The website contains links to other websites. We are not responsible for the privacy policies or practices of third-party websites.

12. UPDATING INFORMATION

Please let us know if the personal information which we hold about you needs to be corrected, updated or amended.

13. POLICY AMENDMENTS

Al Taresh may update this Privacy Policy from time to time by posting a new version on our website. You should check this page occasionally to ensure that you are happy with any changes.

14. CONTACT

If you have any questions about this Privacy Policy, our treatment of your personal information or wish to exercise any of your rights relating to your personal information, please write to us at:

Al Taresh Government Services LLC

P.O. Box 90797

Dubai, United Arab Emirates

Email: info@altaresh.com