PRIVACY POLICY FOR UAE PASS

VERSION 1.0

1- OUR COMMITMENT AND TERMINOLOGY

1-1 Smart Dubai and the Telecommunications Regulatory Authority ("we", "us", "our") is committed to protecting the rights and privacy of all users ("you", your", "user") of UAE Pass or the UAE Pass services, including the UAE Pass application/website ("Services").

1-2 We may amend this Policy at any time without notice, and such amendments become effective from the date upon which we make them available on UAE Pass. You are encouraged to frequently visit this Policy on UAE Pass in order to update yourself about any changes. If you do not agree to the Policy (including any amendments), then you should immediately cease using UAE Pass and the Services.

2- YOUR INFORMATION

2-1 The type of information we collect from you is either personal to you, or is general in nature:

(a) **Personal Information**: When you browse UAE Pass, create an account on the application/website, update your information, or send communications to us, you provide us with information that we store and process. Such information may include your name, address, phone number, email address, your Emirates ID, biometric data and other such 'Personal Information'.

(b) **General Information**: We also receive more general information from you as a result of your visits to, and use of, UAE Pass. This general information does not identify you personally, and can include information such as your IP address, the date and time you access UAE Pass, length of time

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you spend on the UAE Pass, your browsing history (recorded by the text and graphics files that compose that page), the Internet address of the website from which you linked directly to the UAE Pass, and other such 'General Information'.

1.2. The UAE Pass and the Services enable you to use many government services by providing electronic attestation certificates for electronic signatures or for authentication of your identity ("Certificates").

2-2 Information collected in applications for the issuance, renewal, cancellation or amendment of Certificates is done so in accordance with the Federal Law No.1 of 2006 on Electronic Commerce and Transactions or any other applicable law.

2-3 If you do not provide the information we request from you for UAE Pass or the Services, you will not be able to use UAE Pass or the Services.

3- LOCATION SERVICES

3-1 Some Services on UAE Pass may make use of location-based data. If you allow these Services, we will collect information about the wi-fi routers closest to you and the cell IDs of the towers closest to you.

3-2 We use this information to provide the requested location-based service, not to identify you but to:

(a) Provide you content based upon your location;
(b) Provide you local search results;
(c) Enable designated individuals to track your location or you to track the location of others; and
(d) Map routes and provide directions to locations that you specify.

4- COLLECTION AND USE

4-1 We also collect the following information from you:

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We also collect the following information from you:
(a) Information you give us (Submitted information)

You may give us information about you by registering on UAE Pass and the Services sites (together Our Sites), or by corresponding with us (for example, by e-mail). This includes information you provide when you register to use UAE Pass, download or register UAE Pass, subscribe to any Services on UAE Pass, and when you report a problem with UAE Pass or the Services. The information you give us may include your name, address, e-mail address and phone number, the Device’s phone number, age, username, password and other registration information.

(b) Information we collect about you and your device each time you use one of UAE Pass channels we may automatically collect the following information:

(i) technical information, including the type of mobile device you use, a unique device identifier (for example, your Device’s IMEI number, the MAC address of the Device’s wireless network interface, or the mobile phone number used by the Device), mobile network information, your mobile operating system, the type of mobile browser you use, time zone setting, IP address and referring/exit pages (Device Information);

(ii) details of your use of UAE Pass or your visits to any of Services on UAE Pass (including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise)

قد تزودنا بعلومات عنك من خلال التسجيل في الهيئة الرقمية و مواقع الخدمات (يشار إليهما مجتمعة بلطف “مواقعنا”) أو عن طريق التواصل معنا (على سبيل المثال، عن طريق البريد الإلكتروني). ويشمل تلك المعلومات التي نقدمها عند التسجيل للاستخدام الهيئة الرقمية، أو تزيل أو تسجيل الهيئة الرقمية، أو الاشتراك في أي خدمات على الهيئة الرقمية، و ضد الإبلاغ عن مشكلة في الهيئة الرقمية أو الخدمات. وقد تضمن المعلومات التي نقدمها إلينا اسمك وعنوانك وعنوان بريدك الإلكتروني رقم هاتفك ورقم هاتف الجهاز والاسم المستخدم وكلمة المرور وعلومات التسجيل الأخرى.

(ب) تستخدم إحدى قواعد الهيئة الرقمية في كل مرة نجمع فيها المعلومات عنك وعن جهازك، وقد نجمع المعلومات التالية تلقائياً:

1. المعلومات التكنولوجية، بما في ذلك نوع الجهاز المحمول الذي تستخدمنه، وحروف الجهاز الفريد (على سبيل المثال، رقم الهيئة الدولي للأجهزة المتنقلة (IMEI)، الخاص بجهازك، أو عنوان الخاص بوجهة الشبكية الإلكترونية للجهاز، أو رقم الهاتف المحمول المستخدم من قبل الجهاز)، ومعلومات شبكية المحمول، ونظام تشغيل الهاتف المحمول، ونوع متصفح الهاتف المحمول الذي تستخدمنه، وإعدادات المنطقة الزمنية، وعنوان بوتوكول الإنترنت وصفحات الإحالة / الخروج (معلومات الجهاز).

2. تفاصيل استخدامك لـ الهيئة الرقمية أو زياراتك لأي من الخدمات على الهيئة الرقمية (بما في ذلك، على سبيل المثال لا الحصر، بيانات حركة المرور، وبيانات الموقع والسكان، والمعلومات الإلكترونية، وبيانات الاتصال الأخرى، سواء كانت مطلوبة لأغراض الفحص الخاصة بنا أو
We use information collected to:

(a) Fulfil your requests;
(b) Send you a request confirmation;
(c) Send UAE Pass codes;
(d) Facilitate software updates and product support;
(e) Assess your needs to determine suitable products or services;
(f) Send you requested product or service information;
(g) Send product updates or warranty information;
(h) Respond to customer service requests;
(i) Administer your account;
(j) Send you push notifications when you are using Smart Employee. If you do not want these notifications, you can manage your preference either through your device or UAE Pass settings depending on your device type. You can also contact us at Support@uaepass.ae.
(k) Send you marketing communications;
(l) Improve our UAE Pass and marketing efforts;
(m) Conduct research and analysis;
(n) Respond to your questions and concerns; and

(c) Unique application numbers

When you install or uninstall UAE Pass containing a unique application number or when such a Service searches for automatic updates, that number and information about your installation (for example, the type of operating system) may be sent to us.

- 4-2

and the resources that you access (Log Information).

(ج) أرقام التطبيق الفردية

عند تثبيت أو إلغاء تثبيت الهوية الرقمية التي تحتوي على رقم تطبيق فريد أو عندما تبحث هذه الخدمة عن التحديثات التقليدية، قد يتم إرسال هذا الرقم ومعلومات عن التثبيت الخاص بها (على سبيل المثال، نوع نظام التشغيل) إليها.

- 4

ه) تقييم احتياجاتك لتحديد المنتجات أو الخدمات المناسبة.

- 4

و) إرسال معلومات المنتج أو الخدمة التي طلبتها.

- 4

ز) إرسال تحديثات المنتج أو معلومات الضمان.

- 4

ح) الاستجابة لطلبات خدمة العملاء.

- 4

ظ) إدارة حسابك.

- 4

ي) إرسال الإشعارات والتثبيتات إليك عندما نستخدم ميزة الوظيف الذكي. إذا كنت لا تريد هذه الإشعارات، يمكنك إدارته عندما تفضلها إما من خلال جهازك أو إعدادات الهوية الرقمية اعتساباً على نوع جهازك. يمكنك أيضاً الاتصال بـ Support@uaepass.ae.
5 - COOKIES

We use cookies to distinguish you from other users of UAE Pass or the Services. This helps us to provide you with a good experience when you use UAE Pass or the Services.

6 - CHOICE/OPT-OUT

You may opt-out of receiving our marketing emails or SMS messages from us by contacting us at support@uaepass.ae.

7 - SHARING YOUR INFORMATION

We will share your information with third parties only in the ways that are described in this privacy policy.

We may provide your personal information to any of our affiliates of and/or companies that provide services to help us with our business activities such as offering customer service. These third parties are authorized to use your personal information only as necessary to provide these Services to us.

We may disclose your personal information (a) as required by law, such as to comply with a court order or any other legal process; (b) when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request; and/or (c) to any other third party with your prior consent to do so.

8 - SECURITY

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it.
8-2 Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to UAE Pass. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

8-3 We will retain your information for as long as your account is active or as needed to provide you with Services. If you wish to cancel your account or request that we no longer use your information to provide you with Services please contact us at Support@uaepass.ae. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

8-4 Where we have given you (or where you have chosen) a pin/password that enables you to access certain parts of UAE Pass or the Services, you are responsible for keeping this pin/password confidential. We ask you not to share a pin/password with anyone.

9- OTHER INFORMATION

9-1 Correcting and Updating Your Personal Information: To review and update your personal information to ensure it is accurate, contact us at support@uaepass.ae.

9-2 Notification of Privacy Policy Changes: We may update this privacy policy to reflect changes to our information practices or any relevant statute, regulations and/or policy. We encourage you to periodically review this page for the latest information on our privacy practices.

10- ADVERTISEMENTS

10-1 Some of the advertisements you see on UAE Pass or the Services are selected and delivered by advertising agencies, advertisers, and audience segment providers. These third parties may collect information about you and your online activities, either on the Website or on other websites, through cookies, web beacons,
and other technologies in an effort to understand your interests and deliver to you advertisements that are tailored to your interests. Please remember that we do not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not covered by this Privacy Policy.

11- GOVERNING LAW AND JURISDICTION

11-1 This Policy is governed in all respects by the laws of the UAE. Any dispute regarding this Policy shall be subject to the exclusive jurisdiction of the Courts of the UAE.

12- CONTACT

You can contact us about this privacy policy by emailing us at support@uaepass.ae.