

Privacy Policy

This Privacy Policy ("Policy") applies to all information that the website royal-equipment.ae ("Website"), registered under the domain name www.royal-equipment.ae (and its subdomains), may obtain about the User during the use of the website www.royal-equipment.ae (and its subdomains), its programs and its products.

The Policy is based on the General Data Protection Regulation (GDPR) of the European Union. Collection and processing of your personal information is carried out in accordance with the laws of the European Union and the U.A.E. We pay great attention to securing the data you provided to us.

1. Definitions

1.1. This Privacy Policy uses the following terms:

1.1.1. "Website Administration" (referred to as either "the Company", "we", "us" or "our") means employees authorized to administer the Website acting on behalf of the Company Royal Equipment. For the purpose of the GDPR, the Company is the Data Controller.

As the Data Controller, we determine the purposes and means of the processing of Personal Data.

1.1.2. "Personal Data" means any information relating to an identified or identifiable individual.

1.1.3. "Processing of personal data" means any action (operation) or set of actions (operations) performed with or without the use of automation tools with personal data, including collecting, recording, accumulating, storing, editing (updating, changing), extracting, use, transfer (distribution, provision, provision of access), depersonalization, blocking, deleting of personal data.

1.1.4. "Confidentiality of personal data" is a requirement to prevent any distribution of personal data without the consent of the subject of personal data or other legal grounds.

1.1.5. "User" means an individual accessing or using the Website, or the company, or other legal entity on behalf of which an individual is accessing or using the Website, as applicable.

Under GDPR, you can be referred to as the Data Subject or as the User as you are the individual using the Website.

2. General Principles

2.1. The use of the Website by the User means acceptance of this Policy and the terms of processing of personal data.

2.2. In case you do not accept the Policy, you must stop using the Website.

- 2.3. This Privacy Policy applies only to the Website and does not apply to any third-party websites, services or applications accessible through the links available on the Website.
- 2.4. The Data Controller does not verify the accuracy of personal information and personal data provided by the User.
- 2.5. Collection and processing of your personal information is carried out in accordance with the laws of the European Union and the U.A.E.

3. Personal Data

- 3.1. By filling out the contact/request form, you provide to us the following personal information we collect:
 - 3.1.1. The User's name;
 - 3.1.2. The User's mobile phone number;
 - 3.1.3. The User's email address.

4. Use of Personal Data

- 4.1. The Company may use Personal Data for the following purposes:
 - 4.1.1. Remote ordering (application) of the Company's services;
 - 4.1.2. Receiving/requesting feedback from the User, including sending notifications (requests) regarding the use of the Website, the provision of services, processing applications from the User;
 - 4.1.3. Providing the User (with their consent) with product updates, special offers, pricing information, newsletters and other information.

5. The Methods and Time of Processing of Personal Data

- 5.1. Processing of Personal Data provided by the User is carried out without limitation of time, in any legal way, including in information systems of personal data using automation or without the use of automation tools.
- 5.2. We do not transfer the User's Personal Data to third parties.
- 5.3. The Website Administration cannot be held responsible in case the User's Personal Data become publicly available as a result of the use of other websites, services, or means of electronic communication that do not belong to the Company.
- 5.4. In case of loss or disclosure of Personal Data, the Company informs the User about the loss or disclosure of Personal Data.
- 5.5. The Website Administration takes the necessary organizational and technical measures to protect the User's personal information from unauthorized or

accidental access, destruction, modification, blocking, copying, distribution, as well as other illegal actions of third parties.

- 5.6. The Website Administration, together with the User, takes all necessary measures to prevent losses or other negative consequences caused by the loss or disclosure of the User's Personal Data.

6. Information Collected Automatically (Technical information)

- 6.1. Records of your IP address, time of visit, browser settings, operational system and other technical information are being saved in the database when you visit the Website. These data are necessary for the correct display of the website's content. It is impossible to identify the person of the visitor using this data.
- 6.2. We use cookie files for the correct display of the Website's content. These are small files in device browsers to store the preferences. Cookies help the Website to remember information about the User, such as in what language the Website has been used and what pages have been already opened. Thanks to cookie files, the Website's browsing becomes much more convenient. You can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, it may limit the functionality of the website.

7. Children's Information

- 7.1. If you are a parent or a legal guardian of an underage child, and you know that the child has provided us with their personal information without your consent, please contact us on: info@royal-equipment.ae. It is forbidden to enter personal data of underage users without the agreement of parents or lawful guardians.

8. Changes to our privacy policy

- 8.1. We may revise this Privacy Policy at our sole discretion. If there are any material changes to this Privacy Policy, we will notify you as required by applicable law.
- 8.2. The updated Privacy Policy comes into form from the moment it is posted on the Website, unless otherwise provided by the new Privacy Policy.

9. Contact us

- 9.1. If you have any questions about this Privacy Policy or our privacy practices, or if you wish to submit a request to exercise your rights as detailed in this Privacy Policy, or access your Personal Data, please contact us at: info@royal-equipment.ae.