



Data Privacy Policy

Al Razouki International Exchange Co LLC (ARIECO) licenced and regulated by the Central Bank of the UAE, and always committed to safeguarding the confidentiality and security of your personal information. The policy reveals how we collect, use, disclose and protect your data in compliance with Data Protection Law and the UAE Central Bank Consumer Protection Regulation in the UNITED ARAB EMIRATES.

This Notice describes your rights and the choices you can make in relation to our collection, use and disclosure of your Personal Data.

ARIECO collect, use and disclose the following information to perform and execute the transactions. The information shared by the customers enables ARIECO to serve you with our products and services and for performing the KYC norms. Also used for reporting transactions to the regulators or to the authorities for the purpose of verification of identity.

We may collect the following type of personal information from you.

Information We Collect:

- Full name, Date of Birth, Country of Birth and Nationality.
- Emirates ID or Passport or GCC National ID information for identification and verification purposes.
- Address in UAE for UAE residents & Temporary address in the UAE and the permanent address in the home country (for UAE Non-Residents).
- Marital status
- Contacts details - Phone number & Email Address.
- Financial data for transaction processing.
- Profession & Expected Annual Activity.

Why we collect your Personal Data:

We may collect your Personal Data directly from you in number of ways, including the following.

- To facilitate money exchange and remittance transactions as per your instructions.
- To communicate with you regarding our services, transaction updates and important notices.
- Enhance the Customer's experience, improve, determine, meet the customer preferences and needs.
- To manage and improve our products and services.
- Verification of your identity and comply with regulatory requirements.
- With your consent we may share your personal data with third parties, such as marketing and advertising partners and other service providers. In the event of any transfer of Personal Data, ARIECO shall take all appropriate security measures to protect your Personal Information.



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How we Store and Secure your Personal Data:

ARIECO uses Personal Data to provide the Customers with services and products the Customers opting for, to resolve disputes, troubleshoot concerns, help promote safe services, provide Services, measure consumer interest in Services, inform them about offers, products, services, updates, customize their experience, detect, and protect us against error, fraud, and other criminal activity, enforce our terms and conditions, etc. We may occasionally ask the Customers to complete optional online surveys. These surveys may ask the Customers for contact information.

The security of your Personal Data is important to us. ARIECO have designed and implemented appropriate measures to prevent your Personal Data in paper and in electronic format from being disclosed, modified or destroyed and from unauthorized access. Your information stored securely and accessed only by authorized personnel.

- **Asset Security:** Concepts and principles that ensure the protection of assets, including information assets such as your Personal Data from theft, misuse or destruction;
- **Access Control:** Techniques that regulate the ability of various entities to interact with your Personal Data (user authentication), and the degree to which they may do so (user authorisation);
- **Network Security:** Concepts and principles that secure our telecommunication networks appropriately to ensure your Personal Data flowing through them is not disclosed to unauthorised entities;
- **Application Security:** Concepts and principles that ensure our software applications that collect, store and otherwise process your Personal Data are securely developed and operated;
- **Communications Security:** principles that drive secure transmission of your Personal Data across entities;
- **Physical Security:** Principles that support a secure physical environment for your Personal Data as it relates to printed hard copy records, for instance;
- **Organisational Security:** Concepts and principles that ensure security of your Personal Data through policies, segmented access control and employee training & awareness, for instance.



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When do we share Personal Data:

Throughout the course of your relationship with ARIECO and even after its conclusion, your Personal Data may need to be shared when required by law or regulations from government agencies or when sharing with our group of companies and affiliates. With the Customer's consent, we may share their Personal Data with contracted third-party for the purpose of marketing, communications or other specified legitimate purposes. In such cases, we ensure that Personal Data is secured and protected through data sharing agreements or other relevant agreements with parties demonstrating adequate organizational, physical, and technical security measures.

Marketing communications:

We may send you marketing communications with your consent. You have the right to opt-out of receiving such communications at any time.

Data Retention:

We will keep a copy of your Personal Information for a minimum of 5 years in accordance with our Data Retention Policy. We will only retain your Personal Data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for Personal Data, we consider the amount, nature, and sensitivity of the Personal Data, the potential risk of harm from unauthorised use or disclosure of your Personal Data, the purposes for which we process your Personal Data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Your Rights:

Customers have the right to access, update and correct your personal information. To exercise your rights or inquire about our data practices, please contact us using the information provided below.

You can contact us at:

Email: customercare@alrazoukiexchange.com

Contact: +971 4 388 5803

Amendments to this Policy:

ARIECO reserve the rights to modify this Privacy Policy periodically either in part or full without prior notice. Any changes will be posted on our website, and the revised policy will become effective on the stated date.