

## Privacy Policy

### 1. Introduction

At Vollrr for People of Determination Equipment Trading L.L.C. ("we," "our," or "us"), we are committed to protecting the privacy and personal data of our users. This Privacy Policy explains how we collect, use, share, and safeguard information in accordance with global data protection regulations, including the European Union's General Data Protection Regulation (GDPR) and the United Arab Emirates' Personal Data Protection Law enacted under Federal Decree-Law No. 45 of 2021.

### 2. Scope of this Policy

This Privacy Policy applies to all information collected by Vollrr for People of Determination Equipment Trading L.L.C. through our website, mobile applications, and any other online services that reference or link to this Policy.

### 3. Data Collection and Use

We may collect personal information that you provide directly to us or that we obtain through automated means.

#### Types of Personal Data Collected

- **Contact Information:** such as name, email address, phone number, and mailing address.
- **Account Information:** username, password, and preferences.
- **Financial Information:** payment details, such as credit card information, for processing transactions.
- **Technical Information:** IP address, browser type, operating system, and device identifiers.
- **Usage Information:** how you use our services, including page views, search queries, and interaction with content.

#### Purpose of Data Collection

Your information is used for the following purposes:

- To provide and maintain our services.

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- To communicate with you about updates, changes, or improvements.
  - To process transactions and manage payments.
  - To personalise and improve user experiences.
  - To comply with legal and regulatory requirements.

#### 4. Legal Basis for Processing

- **GDPR (European Union)** - Our processing is based on legitimate interest, consent, contractual necessity, or legal obligation, as applicable.
- **UAE Personal Data Protection Law (Federal Decree-Law No. 45 of 2021)** - We comply with UAE data protection regulations, which govern the collection, processing, and storage of personal data to ensure data security and privacy.

#### 5. Consent

Where required by law, we will obtain your explicit consent for data collection and processing activities. You have the right to withdraw your consent at any time.

#### 6. Sharing of Personal Data

We may share your data with:

- **Service Providers:** To perform services on our behalf, including payment processing, analytics, and IT services.
- **Affiliates and Partners:** For joint marketing, product development, or research purposes.
- **Legal Compliance:** When required by law, regulation, or legal process.
- **Business Transfers:** In connection with a merger, sale, or acquisition, provided the recipient agrees to comply with this Privacy Policy.

#### 7. International Data Transfers

Your data may be transferred to and processed in countries outside of your country of residence, including the United States and the European Union. We ensure adequate protection for such data transfers, following GDPR standards or equivalent protections under other applicable laws.

#### 8. Data Security

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We implement industry-standard security measures to protect your data from unauthorised access, disclosure, alteration, or destruction. However, no system is entirely secure, and we cannot guarantee absolute security.

## 9. Data Retention

Your personal data is retained only as long as necessary to fulfil the purposes for which it was collected or as required by law.

## 10. Your Rights

### Under GDPR (EU residents)

- **Right to Access:** Request access to your personal data.
- **Right to Rectification:** Correct inaccuracies in your data.
- **Right to Erasure:** Request deletion of data under certain conditions.
- **Right to Restrict Processing:** Request to limit data use.
- **Right to Data Portability:** Receive your data in a structured format.
- **Right to Object:** Object to processing based on legitimate interests.

### Under UAE Personal Data Protection Law

- **Access and Correction:** You have the right to access and correct inaccuracies in your personal data.
- **Right to Consent Withdrawal:** You may withdraw consent for data processing at any time, subject to applicable legal requirements.
- **Right to Data Portability:** Obtain and transfer your personal data as provided under the UAE law.

To exercise these rights, please contact us at [info@vollrr.com](mailto:info@vollrr.com)

## 11. Cookies and Tracking Technologies

Our website and services may use cookies, pixel tags, and similar technologies to enhance user experience, analyse usage patterns, and deliver targeted advertisements. You can manage your cookie preferences through your browser settings.

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## 12. Changes to this Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, legal requirements, or other operational considerations. When we make changes, we will update the "Last Updated" section in Clause 14. Policy Review. We encourage you to review this Privacy Policy regularly.

## 13. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy or your data, please contact us at:

### **Vollrr for People of Determination Equipment Trading L.L.C.**

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## 14. Policy review

<b>Last updated</b>	01/11/2024
<b>Next review date</b>	01/11/2025
<b>Version control</b>	V1