Privacy Policy

Effective Date:8-april-2025 **Last Updated: :** 8-april-2025

Vaseelah ("we," "our," "us") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our platform and use our services. By accessing or using our platform and services, you agree to the terms of this Privacy Policy. If you do not agree with these terms, please do not use our platform or services.

1. Information We Collect

We may collect and process the following categories of personal information:

1.1 Personal Identification Information

- **1.1A Contact Details:** Name, email address, mailing address, phone number, etc.
- **1.1B Demographic Information:** Date of birth, gender, nationality, etc.
- **1.1C Government-issued identification:** Passport, national ID, driver's license, etc.

1.2 Device and Technical Information

- **1.2A Usage Data:** IP address, browser type, operating system, referral source, pages visited, and the dates/times of access, etc.
- **1.2B Cookies and Tracking Technologies:** Information collected through cookies, web beacons, and similar technologies, etc.
- **1.2C Device Information:** Device model, operating system version, unique device identifiers, and mobile network information.

1.3 Location Information

- **1.3A Geographic Location:** We collect precise or approximate location data from your device when you grant our app location permissions.
- **1.3B Usage Patterns:** We may infer your general location based on your IP address.

1.4 Media Access

- **1.4A Camera Access:** We request permission to access your device's camera to enable certain features within the app. This data is processed on your device and is not stored on our servers unless explicitly shared by you through our services.

1.5 Communication Information

Records of any communications with us, including inquiries, feedback, or support requests, etc.

2. How We Collect Information

We collect personal information through various methods:

2.1 Direct Interactions

- **2.1A Account Creation:** When you register for an account or subscribe to our services.
- **2.1B Service Requests:** When you request information or services from us.
- **2.1C Communications:** When you contact us via email, phone, or other channels.

2.2 Automated Technologies

- **2.2A Cookies:** As you navigate our platform, we may use cookies to collect data about your browsing actions and patterns.
- **2.2B Mobile Device Access:** When you access our mobile application, we may collect information about your device, including device type, operating system, unique device identifiers, and mobile network information.
- **2.2C Push Notifications:** With your consent, we may send push notifications to your device. You can manage notifications by adjusting your device settings.

2.3 Third Parties

- **2.3A Service Providers:** We may receive personal information from third-party service providers, such as analytics providers or payment processors.
- **2.3B Public Sources:** Information from publicly available sources.

3. Use of Personal Information

We use your personal information for the following purposes:

3.1 Service Delivery

- **3.1A Provide Services:** To deliver and manage our platform services.
- **3.1B Account Management:** To manage your account, process transactions, and provide customer support.
- **3.1C Location-Based Features:** To provide you with location-specific content and services when you enable location services.

3.2 Communication

- **3.2A Updates:** To send administrative information, such as changes to our terms, conditions, and policies.
- **3.2B Marketing:** To send promotional materials and newsletters, where you have consented to receive them.
- **3.2C Notifications:** To send push notifications about activity related to your account, with your consent.

3.3 Improvement and Analytics

- **3.3A Performance Monitoring:** To analyze usage patterns and improve our platform and services.
- **3.3B Research:** To conduct research and develop new products or services.

3.4 Legal and Compliance

- **3.4A Regulatory Obligations:** To comply with legal obligations.
- **3.4B Enforcement:** To enforce our terms and conditions and protect our rights.

4. Disclosure of Personal Information

We may share your personal information in the following circumstances:

4.1 Within Our Corporate Group

Affiliates: With our subsidiaries and affiliates for operational and administrative purposes.

4.2 With Service Providers

Third-Party Vendors: With vendors who perform services on our behalf, such as payment processing, data analysis, and marketing assistance.

4.3 For Legal Reasons

- **4.3A Compliance:** When required by law or legal process.
- **4.3B Protection:** To protect the rights, property, or safety of Vaseelah, our clients, or others.

4.4 Business Transfers

Mergers or Acquisitions: In connection with a merger, sale, or other transfer of assets.

5. App Permissions

Our app may request the following permissions to provide its features:

5.1 Location Permission

- **Purpose:** To provide location-based services, relevant content, and to improve our service.
- **Control:** You can enable or disable location services in your device settings at any time.

5.2 Camera Permission

- **Purpose:** To allow you to take photos or scan items within the app.
- **Control:** You can control camera access in your device settings.

5.3 Notification Permission

- **Purpose:** To send you important updates and relevant information.
- **Control:** You can manage notification settings in your device settings or within our app.

6. International Data Transfers

We operate globally and may transfer your personal information to countries outside of your jurisdiction, including countries that may not offer the same level of data protection as your home country. We will ensure that any such transfers comply with applicable data protection laws and that your data is adequately protected through appropriate safeguards.

7. Data Security

We employ industry-standard technical and organizational measures to protect your data from unauthorized access, alteration, disclosure, or destruction. This includes:

- **7.1** Encryption of data in transit and at rest.
- **7.2** Access controls to restrict unauthorized personnel from handling sensitive information.
- **7.3** Regular security audits and penetration testing.

However, it's important to recognize that no method of transmission or storage over the internet can guarantee absolute security.

8. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. When retention is no longer necessary, we securely delete or anonymize your data.

9. Your Rights

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- **9.1 Access:** The right to request access to your personal data and obtain a copy of it.
- **9.2 Rectification:** The right to correct inaccurate or incomplete data.
- **9.3 Erasure ("Right to be Forgotten"):** The right to request the deletion of your personal data under certain conditions.
- **9.4 Restriction of Processing:** The right to limit the processing of your data in specific circumstances.
- **9.5 Data Portability:** The right to receive your data in a structured, commonly used, and machine-readable format.
- **9.6 Objection to Processing:** The right to object to our processing of your personal data, including direct marketing.
- **9.7 Withdraw Consent:** If you have provided consent for data processing, you have the right to withdraw it at any time.

To exercise any of these rights, please contact us at: Email: [Insert Email]

10. Account Deletion

You have the right to delete your account and associated personal information. You can delete your account:

- **10.1 Within the App:** By going to Settings > Account > Delete Account and following the prompts.
- **10.2 Via Email Request:** By sending a deletion request to [Insert Email] with the subject line "Account Deletion Request" and including your account information.

When processing your deletion request:

- We will verify your identity to ensure the security of your account.
- We will delete your personal information within 30 days of receiving your verified request.
- Some information may be retained for legal or legitimate business purposes, as required by law.
- Backup systems may contain your information for up to 90 days after deletion.

11. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to:

- **11.1** Improve platform functionality and security.
- **11.2** Analyze platform traffic and user interactions.
- **11.3** Personalize user experiences.

You can manage cookie settings in your browser preferences. Disabling certain cookies may impact your ability to use some platform features.

12. Analytics and Third-Party Tools

Our app and website may use analytics tools such as Google Analytics, Firebase, or similar services to help us understand how users interact with our service. These tools collect information sent by your device or our service, including the web pages you visit, add-ons, and other information that assists us in improving our service.

13. Data Transfers and International Processing

As Vaseelah operates in multiple jurisdictions, your personal data may be processed in countries outside your residence, including but not limited to: United Arab Emirates (UAE). We take steps to ensure your personal data remains protected, including implementing Standard Contractual Clauses (SCCs) where applicable and ensuring our service providers comply with data protection laws.

14. Third-Party Services & External Links

Our platform may contain links to third-party websites or services. We are not responsible for the privacy practices, policies, or content of third-party websites. We encourage users to review the privacy policies of external sites before providing any personal information.

15. Children's Privacy

Our platform is intended for users of all ages. We do not place age restrictions on the use of our services. However, we do not knowingly collect personal data from children under the age of 13 without parental consent. If you believe a child under 13 has provided us with personal information without proper consent, please contact us to request its removal.

16. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. If changes are significant, we will notify you via:

- **16.1** Email notification (if applicable).
- **16.2** A notice posted on our platform or within our app.
- **16.3** Updating the "Last Updated" date at the top of this Privacy Policy.

Your continued use of our platform constitutes acceptance of the updated Privacy Policy.

17. Contact Information

For any questions, requests, or complaints regarding this Privacy Policy, you can contact us at:

- **Email:** support@vaseelah.org
- **Office Address:** Vaseelah by Priseen, In5 Tech, Dubai Internet City, Dubai UAE

18. Governing Law & Jurisdiction

This Privacy Policy shall be governed by and interpreted in accordance with the laws of the United Arab Emirates (UAE). Any disputes shall be subject to the exclusive jurisdiction of the courts in Dubai, UAE.

19. Your Acknowledgment

By using our platform and services, you confirm that you:

- **19.1** Have read and understood this Privacy Policy.
- **19.2** Agree to how we collect, process, and protect your data.
- **19.3** Consent to international data transfers as described herein.