Privacy Policy

Last updated: 30 Sep. 2024

This Privacy Policy describes how we handle and protect your personal information in relation to the use of our application, compliant with the Egyptian Financial Regulatory Authority (FRA) regulations and applicable laws.

1. Information We Collect

We collect the following types of information from users of our application:

- **Personal Identification Information:** Name, address, email, phone number, national ID, and other required documents.
- **Financial Information:** Bank account details, credit card information, and other financial data necessary for conducting financial transactions.
- **Usage Data:** Information related to how you interact with our application, including log data, browser type, IP address, and device type.

2. How We Use the Information

We use the information we collect to:

- Provide and improve our services, including processing transactions and verifying user identity.
- Comply with legal obligations, such as anti-money laundering (AML) regulations and reporting to the Egyptian Financial Regulatory Authority.
- Enhance user experience through personalized content and recommendations.
- Maintain security and detect any fraudulent activities.

3. Data Sharing

We may share your personal data with:

- Regulatory authorities, including the Egyptian Financial Regulatory Authority (FRA), when required by law.
- Service providers who help us process transactions, verify identity, or support our technical infrastructure.
- Law enforcement agencies if necessary for investigations or legal processes.

4. Data Security

We take appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, or destruction. These measures include encryption, secure servers, and compliance with FRA's security standards.

5. Retention of Personal Data

We will retain your personal data only as long as it is necessary for the purposes outlined in this Privacy Policy or as required by applicable laws and regulations.

6. Your Rights

You have the right to:

- Access the personal data we hold about you.
- Request corrections to any inaccurate or incomplete data.
- Request deletion of your personal data, subject to regulatory requirements.
- Object to the processing of your personal data in certain circumstances.

7. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. We will notify you of any changes by updating the "Last updated" date at the top of this policy.

8. Contact Us

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

Financial Regulatory Authority
info@fra.gov.eg