

PRIVACY POLICY

Al Wasl Water Purification LLC respects your privacy and is committed to protecting it through its compliance with its privacy policies.

1. Information You Provide to Us

1.1 Your Personal Information

Personal Information is the information that can be associated with a specific person and could be used to identify that specific person whether from that data, or other information that we have, or is likely to have access to. We do not consider personal information to include information that has been made anonymous or aggregated so that it can no longer be used to identify a specific person. We collect this information directly from you, which you have provided to us at the time of signing.

1.2 Your Account Information

Account information includes your full name, email address, postal code, mobile number, date of birth, password and any other information which we may ask of you.

1.3 Your browsing information

How long you used our Services and which features you used; the ads and tabs you clicked on, etc.

1.4 Your transactional information

If you make purchases through our Services, we may collect and store information about you to process your requests and automatically complete forms for future transactions, including (but not limited to) your phone number, address, email, billing information and credit or payment card information.

2. How we use the information we collect

We use the information we collect from and about you for a variety of purposes, including to:

- 2.1 Process and respond to your queries and provide you customer support.
- 2.2 Deliver our Services and diagnose technical problems.
- 2.3 Send you communications that you have requested or that may be of interest to you by way of emails, SMS or telephone calls, or any other mode of communication.
- 2.4 Notify you about any changes in our services.
- 2.5 For any other purpose, with your consent.

3. Payment Card Information

To use our online ordering services, we may require credit or debit card account information.

- 3.1 When you use a credit or debit card to secure a reservation through our Sites, we provide your credit or debit card account information (including card number and expiration date) to our third-party payment service provider.
- 3.2 The third party service providers with respect to payment gateway and payment processing are all validated as compliant with the payment card industry standard (generally referred to as PCI compliant service providers).

4. Accessing & correcting your personal information

We will take reasonable steps to accurately record the personal information that you provide to us and any subsequent updates.

We encourage you to review, update, and correct the personal information that we maintain about you, and you may request that we delete personal information about you that is inaccurate, incomplete, or irrelevant for legitimate purposes, or are being processed in a way which infringes any applicable legal requirement.

5. Reviewing, changing or deleting information and Account Termination

If you would like to review, change or delete personal information we have collected from you, or permanently delete your account, please send an email to customercare@alwaslwater.com. We may retain information about you for the purposes authorized under this Privacy Policy unless prohibited by law. Thereafter, we will either delete your customer account, but may retain information to prevent, investigate, or identify possible wrongdoing in connection with the Service or to comply with legal obligations. Any balance in the E-wallet cannot be refunded and will be forfeited by you and collected by Al Wasl Water.

6. Changes to this privacy policy

We reserve the right to amend this Privacy Policy at any time to reflect changes in the law, our data collection, usage practices, features of our services, or advances in technology. Please check this page periodically for changes. If we make any changes to this Privacy Policy, we will post the changes here. Please review the changes carefully. Your continued use of the Services following the posting of changes to this Privacy Policy will constitute your consent and acceptance of those changes.

You represent that you have read, understood and agreed to our Privacy Policy. Please note that we may disclose information about you to third parties or government authorities if we believe that such a disclosure is reasonably necessary to (i) take action regarding suspected illegal activities; (ii) enforce or apply our Terms and Privacy Policy; (iii) comply with legal process or other government inquiry, such as a search warrant, judicial proceeding, or other legal process/notice served on us; or (iv) protect our rights, reputation, and property, or that of our Customers, affiliates, or the general public.