



# Website Privacy Policy

Version 3 dated 9 March 2020

This privacy notice tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

## Who are we?

We are GAC Group. Our address is Corporate Headquarters, Gulf Agency Company Limited, Jebel Ali, Dubai, United Arab Emirates. You can contact us by post at the above address, by email at [gdpr@gac.com](mailto:gdpr@gac.com). We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

## How we use your information

[When you use our website](#)

[When you submit an enquiry via our website](#)

[When you purchase a product from our website](#)

[When you sign up to receive our newsletter](#)

[When you download a sample document](#)

[When you submit a review about us](#)

[When you take part in our feedback survey](#)

[Your rights as a data subject](#)

[Your right to complain](#)

[Updates to this privacy policy](#)

## When you use our website

We use cookies on the <https://www.gac.com> website .By using the Service, you consent to the use of cookies.

Our Cookies Policy explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the Service, your choices regarding cookies and further information about cookies.



### What are cookies

Cookies are small pieces of text sent to your web browser by a website you visit. A cookie file is stored in your web browser and allows the Service or a third-party to recognize you and make your next visit easier and the Service more useful to you.

Cookies can be "persistent" or "session" cookies. Persistent cookies remain on your personal computer or mobile device when you go offline, while session cookies are deleted as soon as you close your web browser.

### How we use cookies

When you use and access the Service, we may place a number of cookies files in your web browser. We use cookies for the following purposes:

- To enable certain functions of the Service
- To provide analytics

We use both session and persistent cookies on the Service and we use different types of cookies to run the Service:

- Essential cookies. We may use cookies to remember information that changes the way the Service behaves or looks, such as a user's language preference on the Service.
- Analytics cookies. We may use analytics cookies to track information how the Service is used so that we can make improvements. We may also use analytics cookies to test new advertisements, pages, features or new functionality of the Service to see how our users react to them.

### Third-party cookies

In addition to our own cookies, we may also use various third-parties cookies to report usage statistics of the Service, deliver advertisements on and through the Service, and so on.

### What are your choices regarding cookies

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.



- For the Chrome web browser, please visit this page from Google:  
<https://support.google.com/accounts/answer/32050>
- For the Internet Explorer web browser, please visit this page from Microsoft:  
<http://support.microsoft.com/kb/278835>
- For the Firefox web browser, please visit this page from Mozilla:  
<https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
- For the Safari web browser, please visit this page from Apple:  
[https://support.apple.com/kb/PH21411?locale=en\\_US](https://support.apple.com/kb/PH21411?locale=en_US)
- For any other web browser, please visit your web browser's official web pages.

#### Where can you find more information about cookies

You can learn more about cookies and the following third-party websites:

- AllAboutCookies: <http://www.allaboutcookies.org/>
- Network Advertising Initiative: <http://www.networkadvertising.org/>

#### **When you submit an enquiry via our website**

When you submit an enquiry via our website, we ask you for your name, company name, country of residence, email address and contact number. We also ask for which service you like to enquire about.

We use this information to respond to your query, including providing you with any requested information about our services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed as an email which is hosted on Cloud server based in North Europe – Ireland.

We do not use the information you provide to make any automated decisions that might affect you.



We keep enquiry emails for two years, after which we delete them.

**When you sign up to receive our newsletter**

When you sign up to receive our newsletter, we ask for your name, title, occupation, company name, country of residence, email address and contact number.

We will ask for your consent to use your name and email address to email you our newsletter which contains information about our products and other information which we feel might be of interest to you.

You can withdraw your consent at any time and we will stop sending you the newsletter.

We do not use the information you provide to make any automated decisions that might affect you.

We keep your personal data for as long as we produce and distribute our newsletter. If you withdraw your consent, we will mark your details so that they are not used and delete them after two years.

**When you take part in our feedback survey**

When you take part in our feedback survey, we record your name, your email address, your organisation name, your job role and your phone number along with your answers to questions we ask about your opinion of, and use of, our services.

We use this information to develop and improve our services and our customer relationships. Your job role, organisation and some or all of your comments may be publicly displayed on our website as a testimonial but only if we have your consent to do so.

Your details are shared with a third party surveys system which is based within the European Economic Area (EEA).

We do not use the information you provide to make any automated decisions that might affect you.

Your personal data is stored for two years, or for as long as we are marketing the product or services that the review refers to, whichever is shorter. You may ask us to remove a testimonial that is based on your feedback from our website at any time.



### **Your rights as a data subject**

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

### **Your right to complain**

If you have a complaint about our use of your information, you can contact the Group GDPR Coordinator at [gdpr@gac.com](mailto:gdpr@gac.com).

### **Updates to this privacy policy**

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.