

Privacy Policy

Introduction

Protecting the privacy of data subjects (referred to as "you", "you", "your") is our company's top priority.

Therefore, below, Konsul Prime DMCC (also in the text "we", "us", "our") informs you about how your personal data is processed.

By using the website <https://konsulprime.com> (referred to as Site), you consent to the practices described in this Privacy Policy.

Unless it contradicts the laws on personal data applicable to our relationship (the "Applicable Laws"), this Policy also constitutes a consent of a data subject to processing, including collection, of personal data.

We may update the Privacy Policy from time to time without explicitly notifying you thereof, and its current version effective date will always be indicated directly under the heading. We recommend that you review this page from time to time to keep track of possible changes.

Who processes your personal data?

Unless otherwise explicitly stated in the Policy, Konsul Prime DMCC (Mazaya Business Avenue AA1, Floor 35, Plot No: JLTE-PH2-AA1, Jumeirah Lakes Tower, Dubai, UAE) is an operator, i.e., a person that independently arranges for and/or processes your personal data, as well as determines purposes of personal data processing, a composition of personal data being processed and specific actions (operations) with such personal data.

In order to clarify the details of the processing of your personal data, you can contact our data protection officer at privacy@konprime.com

How does this Policy relate to other personal data documents?

The Policy is applied in conjunction with other legal documents of Consul Prime DMCC in the field of personal data (for example, Cookie Policy, Terms & Conditions, offers containing conditions on personal data, etc.).

Unless otherwise expressly provided in this Policy, in other legal documents of Consul Prime DMCC in the field of personal data, or by Applicable Law, the Policy is of a special nature in relation to such legal documents. This means that, as a general rule, this Policy will have the greatest force in case of contradictions.

Data Collection and Use

1. Registration and Account Creation:

- We collect personal information such as name, email address, and date of birth to create an account and provide access to the Site's services.

2. Subscription to Newsletters:

- With user consent, we may collect email addresses, names and date birth to send promotional materials. Users can opt out at any time.
- We will never send you a newsletter without your consent.

3. Customer Support and Feedback:

- Personal details like name, email address, and phone number may be collected to respond to inquiries, provide support, or collect feedback.

4. Provision of Services:

- We process additional personal data necessary for providing specific services, such as document preparation and consultation support, including contact details, date of birth, and other necessary identifiers.
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Data Sharing and Security

1. Third-Party Sharing:

- We may share personal data with the following third parties where necessary for providing services or complying with legal obligations:
 - **Service Providers:** Third-party organizations that provide hosting, IT, and operational support for the Site.
 - **Government Authorities:** Data may be shared with government entities (e.g., embassies, consulates) to fulfill legal requirements or services related to document preparation.
 - **Marketing Tools:** With user consent, data may be shared with tools supporting communications, such as Jivo for live chat and email platforms for newsletters.

2. Data Retention:

- Personal data will be retained for as long as necessary to provide services or comply with legal obligations, with a maximum retention period of five years.

3. Security Measures:

- We use technical and organizational measures to protect data against unauthorized access, accidental loss, or destruction.
- Despite our best efforts, the security of data transmitted online cannot be guaranteed.

Where do we get your personal data from?

1. Directly from you

- When you use our services, we primarily receive personal data directly from you, and not from other sources. Therefore, you have the right to decide whether you want to share your personal data with us.
- If you choose to provide personal data, you guarantee to us that such data is accurate, complete, reliable and up-to-date. Unless otherwise expressly provided by Applicable Law, Konsul Prime DMCC assumes no obligation to you to verify the accuracy, completeness, reliability and relevance of the data provided.
- By providing any personal data of third parties, you also guarantee that we have the valid consent of such person to transfer your personal data to Konsul Prime DMCC and to their subsequent processing by Konsul Prime DMCC.

2. From third parties

- If this is explicitly provided for by legal documents or the user interface, we receive your personal data from third parties.
- In particular, when you purchase certain services from us, we may receive your personal data from your relatives or legal guardians.
- If you have consented to receive advertising, we also have the right to receive your data from other sources in order to personalize the ads sent/shown to you, evaluate the effectiveness of such ads, and improve the user experience and quality of use of the Consul Prime DMCC services.
- When necessary to protect and/or exercise our rights and legitimate interests, we may use third-party services and involve third parties to obtain your personal data. In this way, for example, we identify and eliminate financial and legal risks, combat fraudulent or other unscrupulous behavior by users of the Konsul Prime DMCC Services, and prevent information security threats that may arise in connection with the Konsul Prime DMCC Services.

3. By means of metric programs

- In some cases, as described below, we receive your personal data automatically using metric programs. We use cookies to process such data.
- Cookies are small files containing some information that are downloaded to your device (PC, smartphone, etc.) while browsing a web page. Thus, various cookies may be stored on your device.
- Cookies allow websites (applications) to recognize user devices, determine user preferences, and collect statistics on how users interact with websites (applications) in order to improve the experience of using such a website (application) or eliminate various errors or bugs that may occur from time to time. At the same time, the list of purposes for which the use of cookies is necessary is not exhaustive and depends on the specific website (application) visited or otherwise used by the user.

- For the purposes of this Policy, cookies also include similar technologies such as web trackers, pixel images, etc. We never use cookies to identify you as a specific user of the Konsul Prime DMCC Services.
 - For more information, check out the Cookie Policy.
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Links to Third-Party Websites

Our Site may contain links to other websites. We are not responsible for their privacy practices. Users should review the privacy policies of those sites for more information.
