



Privacy Policy

MYCRANE DMCC respects your concerns about privacy. This Privacy Policy describes the types of personal information we collect about individuals (the Users) through our website, how we may use the information, with whom we may share it, and the choices available regarding our use of the information. The Privacy Policy also describes the measures we take to safeguard the personal information, how long we retain it and how individuals can contact us about our privacy practices and to exercise their rights.

What do we collect your information for?

We are committed to safeguarding the privacy of our website visitors, service users, individual customers and customer personnel.

This policy applies where we are acting as a data controller with respect to the personal data of such persons; in other words, where we determine the purposes and means of the processing of that personal data.

Our website incorporates privacy controls which affect how we will process your personal data. By using the privacy controls, you can [specify whether you would like to receive direct marketing communications and limit the collection, sharing and publication of your personal data].

We use cookies on our website. Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.

What is the goal of the Privacy Policy?

The goal of the Privacy Policy is to depict the legal data protection aspects in one summarising document. It can also be used as the basis for statutory data protection inspections, e.g. by the customer within the scope of commissioned processing.

The reason for the policy:

- complying with the law;
- following good practice;
- protecting clients, staff and other individuals;
- protecting the organization.

What do some definitions mean?



In the document, we use words that may not be entirely clear. Therefore, just in case, we will give the definitions of the terms used in this Privacy Policy:

"Site Administration (hereinafter referred to as the Site Administration)" – authorized employees of the site management, acting on behalf of the Site owners, who organize and (or) process personal data, as well as determine the purposes of personal data processing, the composition of personal data to be processed, actions (operations) performed with personal data.

"Personal data" means any information related directly or indirectly to a specific or identifiable individual (the subject of personal data).

"Personal data processing" means any action (operation) or a set of actions (operations) performed with or without the use of automation tools with personal data, including collection, recording, systematization, accumulation, storage, clarification (updating, modification), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data.

"Confidentiality of personal data" is a mandatory requirement for the Operator or other person who has access to personal data to prevent their dissemination without the consent of the personal data subject or the presence of other legal grounds.

"Site User (hereinafter referred to as the User)" – a person who has access to the Site via the Internet, including an individual personally, or an individual authorized by a particular legal entity.

"Cookies" — a small piece of data sent by the web server and stored on the user's computer, which the web client or web browser sends to the web server each time in an HTTP request when trying to open the page of the corresponding Site.

"IP address" is a unique network address of a node in a computer network built using the IP protocol.

Acceptance of the Privacy Policy: general thing we should know

The User's use of the Site means acceptance of this Privacy Policy and the terms of processing of the User's personal data.

In case of disagreement with the terms of the Privacy Policy, the User must stop using the Site.

This Privacy Policy applies only to this Website. The Site does not control and is not responsible for third-party sites to which the User can click on the links available on the Site.



The Site Administration does not verify the accuracy of the personal data provided by the Site User.

What types of data may be processed by MYCRANE DMCC?

We may process data enabling us to get in touch with you ("Contact data"). The contact data include your name, email address, telephone number, postal address.

The Administrator does not request special categories of personal data.

We may process your website user account data ("account data"). The account data include your account identifier, name, email address, business name, account creation and modification dates, website settings and marketing preferences. The primary source of the account data is you and/or your employer.

We may process information contained in or relating to any communication that you send to us or that we send to you ("communication data"). The communication data may include [the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms.

The Site protects the Data that is automatically transmitted during the viewing of ad blocks and when visiting pages on which the system's statistical script ("pixel") is installed:

- IP address;
- Information from cookies;
- Information about the browser (or other program that provides access to the display of ads);
- Access time;
- The address of the page where the ad block is located;
- Referrer (the address of the previous page).

What does the term "Cookies" mean?

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.



Cookies may not contain any information that personally identifies a user, but personal data that we store about you may be linked to the information stored in and obtained from cookies.

Disabling cookies may result in the inability to access parts or Services of the Site that require authorization. The Website collects statistics about the IP addresses of its visitors. This information is used to identify and solve technical problems, to control the legality of financial payments made.

Do we use cookies?

Yes, we do. We use cookies to help us remember and process the items and understand and save your preferences for future visits.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still place orders by contacting customer service.

What are the purposes of collecting the user's personal information?

The User's personal data, the Site Administration may use in order to:

Identification of the User registered on the Website for ordering and (or) the conclusion of any not forbidden by the legislation of the UAE, including Contract/Agreement, contract/Agreement of service, Agency agreement, Contract/Agreement of sale, contract/Agreement of purchase and sale of goods or services remotely through the use of the Website, etc.. Notifying the Site User about the status of orders, applications, transactions, etc.

Grant the User access to personalized resources or Services of the Site. Providing the User with access to the sites or services of the Site's partners in order to receive products, updates and services.

Publications - We may process account data for the purposes of publishing such data on our website and elsewhere through our services in accordance with your express instructions. The legal basis for this processing is our legitimate interests, namely [the publication of content in the ordinary course of our operations or the performance of a contract between you and us and/or taking steps, at your request, to enter into such a contract.

Relationships and communications - We may process contact data, account data, transaction data and/or communication data for the purposes of managing our relationships, communicating with you (excluding communicating for the purposes of direct marketing) by email, SMS, post, fax and/or telephone, providing support



services and complaint handling. Establishing feedback with the User, including sending notifications, requests regarding the use of the Site (Site Services), providing services, processing requests and requests from the User. The legal basis for this processing is our legitimate interests, namely communications with our website visitors, service users, individual customers and customer personnel, the maintenance of relationships, and the proper administration of our website, services and business.

Research and analysis - We may process usage data for [the purposes of researching and analyzing the use of our website and services, as well as researching and analysing other interactions with our business. The legal basis for this processing is our legitimate interests, namely monitoring, supporting, improving and securing our website, services and business generally.

Record keeping - We may process your personal data for the purposes of creating and maintaining our databases, back-up copies of our databases and our business records generally. The legal basis for this processing is our legitimate interests, namely ensuring that we have access to all the information we need to properly and efficiently run our business in accordance with this policy.

Security - We may process your personal data for the purposes of security and the prevention of fraud and other criminal activity. The legal basis of this processing is our legitimate interests, namely the protection of our website, services and business, and the protection of others.

Legal claims - We may process your personal data] where necessary for [the establishment, exercise or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure]. The legal basis for this processing is our legitimate interests, namely [the protection and assertion of our legal rights, your legal rights and the legal rights of others.

Product updates - Providing the User with his consent, product updates, special offers, price information, newsletters and other information on behalf of the Site or on behalf of the Site's partners.

Development of new Site services or new types of goods, works, services that can be purchased on the Site/using the Site.

How is personal data processed?

The processing of the User's personal data is carried out without a time limit, in any legal way, including in personal data information systems using automation tools or without using such tools. The User's personal data may be transferred to the copyright holder of the Site.



The User agrees that the Site Administration has the right to transfer personal data to third parties, in particular, courier services, postal communication organizations, telecommunications operators, solely for the purpose of using the Site Services. The User's personal data may be transferred to the authorized state authorities of the UAE only on the grounds and in accordance with the procedure established by the legislation of the UAE.

The Site Administration takes the necessary organizational and technical measures to protect the User's personal information from unauthorized or accidental access, destruction, modification, blocking, copying, distribution, as well as from other illegal actions of third parties. The Site Administration, together with the User, takes all necessary measures to prevent losses or other negative consequences caused by the loss or disclosure of the User's personal data. The technology used in the processing of personal data is in accordance with commercially accepted or certified standards.

The legitimate interests of businesses including any innovation is achieved without compromising privacy interests.

The protection of privacy throughout processing from the point of collection to deletion of personal data. The processing of personal data is carried out in a transparent manner.

The interest of the data User is accounted for at every stage of processing of personal data.

Rights and choices:

We have listed the rights that you (as the User) have under data protection law.

Your principal rights under data protection law are:

- the right to access - you can ask for copies of your personal data;
- the right to rectification - you can ask us to rectify inaccurate personal data and to complete incomplete personal data;
- the right to erasure - you can ask us to erase your personal data;
- the right to restrict processing - you can ask us to restrict the processing of your personal data;
- the right to object to processing - you can object to the processing of your personal data;
- the right to data portability - you can ask that we transfer your personal data to another organization or to you;
- the right to complain to a supervisory authority - you can complain about our processing of your personal data; and



- the right to withdraw consent - to the extent that the legal basis of our processing of your personal data is consent, you can withdraw that consent.

Obligations of the Users:

- Provide information about personal data necessary for using the Site.
- Update, supplement the provided information about personal data in the event of a change in this information.

Our site administration is obliged to:

- Use the information received exclusively for the purposes specified in this Privacy Policy.
- Ensure that confidential information is kept secret, not to disclose it without the User's prior written permission, as well as not to sell, exchange, publish, or disclose the User's personal data transmitted in other possible ways, except for except for legal requirements. This condition also applies to the financial, commercial and other information of the User, including information about the prices offered by him or her, price offers, commercial and/or financial conditions of certain transactions.
- Take precautions to protect the confidentiality of the User's personal data in accordance with the procedure usually used to protect such information in the existing business turnover. The Site Administration stores the data and ensures their protection from unauthorized access and distribution in accordance with the internal rules and regulations.
- Keep the received data confidential, except for cases when they are made publicly available by the User, as well as when the technologies and software of third parties used on the Site or the settings of the software used by the User provide for open exchange with these persons and/or other participants and users of the Internet.
- To block personal data related to the relevant User from the moment of the User's request or request, or his legal representative or the authorized body for the protection of the rights of personal data subjects for the period of verification, in case of identifying false personal data or illegal actions.

What if one goes to the court and desires to solve the problem there?

Before applying to the court with a claim for disputes arising from the relationship between the Site User and the Site Administration, it is mandatory to submit a claim (a written proposal for a voluntary settlement of the dispute).



The recipient of the claim within 30 calendar days from the date of receipt of the claim, notifies the applicant of the claim in writing about the results of the consideration of the claim.

If an agreement is not reached, the dispute will be submitted to a judicial body for consideration in accordance with the current legislation of the UAE.

The current legislation of the UAE applies to this Privacy Policy and the relations between the User and the Site Administration.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

MYCRANE DMCC

<https://my-crane.com/>

Dubai, UAE

info@my-crane.com