

Privacy Policy

Version 1.0

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Introduction

Protecting personal data has become the most important duty of any organisation in today's time and EDC is committed to the highest standards of protection for personal data at all times.

1. Who are we?

EDC provides training to registered students to apply for Driver's licensing in the Emirate of Abu Dhabi, UAE.

2. This Privacy Policy Applicability

This Privacy Policy describes and explains how we collect, use, and protect personal information as well as how you can control the collection, correction and/or deletion of your Information.

This privacy policy applies to all our customers as well as other general users or website visitors.

3. Some Key terms are:

- Users(s) - In this privacy policy, (hereinafter collectively referred to as "You, Yours, users), means we are referring our user(s) who uses our Services.
- Personal data – Privacy policy is any information that relates to an identified or identifiable living individual.
- Services: This policy will use collectively the term services when we refer to our website <https://www.edcad.ae> (the Site), our mobile application (the application) software applications or any other product or services.

EDC hereinafter collectively referred to "us," "we," "our," or "Emirates Driving Company" in this privacy policy, means we are referring to Emirates Driving Company and its affiliates.

Services

This Privacy Policy applies when you use our Services or browse our website. Emirates Driving Company (EDC) operates the following applications. Which is a part of the service that we offer.

This Privacy Policy applies to information that we collect through:

- Website
- Mobile Application
- Other users of the website such as visitors

Data Controller and Data Processor

We process mainly two main types of personal data.

- **Customer Data** – Personal data that forms part of data that is provided by our customers and their end-users for processing. We are Processor of this data.
- **Other Data** – Personal data about our visitors and other individuals that is collected and processed directly for marketing purpose. We are Controller of this data

Emirates Driving Company (EDC) will use the Customer's Personal Data for providing relevant Services subscribed by the Customer as per the contract. We commit that we will not knowingly use or share your personal data with anyone except as described in the privacy policy.

What Information Do We Collect?

Information provided by you:

Customer Data (Students / Parents / Staff / Visitors and Others)

To avail our services you as customers provide us with your personal data and we collect and use for processing as part of the Emirates Driving Company application usage.

Customer Data is processed by us when the customers or their end-users, provide us or upload information into the service. For example, customers who use our application may upload Customer Data (Students and Parents Personal data, Fee collection data, Admissions data, etc...) about themselves.

To avail our services the type of information that you provide us is as follows:

- **Account creation information** – This includes the basic information such as username, mobile number, email address, Password, correspondence address etc.
- **Account Content information** – Other personal information provided for the account
- **Transaction and Billing information** – Billing information such as transaction details, But no CC Details.
- **For customer support** – Communication for services

We collect automatically

We do collect data automatically when you use our applications/websites or provide it directly to us.

Device data – We automatically collect information about your mobile device or system from which you login such as information about operating system or browser type, technical information about your device, any other data required to provide our services.

Log & Location Data – Our servers automatically collect this information when you access or use our mobile applications and services. This data is recorded in log files. Examples of such data include IP Address, we collect IP address and determine the approximate location

of your device in order to calculate the number of people visiting our website from a single geographical area.

Web browser or cookies data – Emirates Driving Company Collect data through Cookies. Emirates Driving Company (EDC) electronic information that a website may transfer to a visitor computer to identify specific information about the visitors visit to a website. The site uses a browser feature known as a cookie, which assigns a unique identification to your computer; in case you do not want us to collect such information kindly change the settings on your web browser.

Subscription Data – We also collect the information that you provide to us as a part of signing up for our newsletters.

Contact Us Data – When you enquire about our products and services, we collect and store this data to communicate with you and respond to your enquiries.

Seminars and Conferences – We collect and retain the information that you provide during any events and seminars.

Mobile or smartphone data – When you download our mobile application we may receive certain information as we may access information stored on your mobile device via our mobile application. We access the information through your device operating permissions. Example permission to make calls etc.

Other Data

Apart from data that you provide us directly, we also collect data from social media websites such as LinkedIn for our marketing and sales purposes.

Information from other sources

Emirates Driving Company website may include information that link to other third-party services. We may collect and process such information about your use of these features.

How We Use Your Data?

Once we collect your personal information, we may use it including but not limited for the purposes mentioned below.

Use of your personal data depends on which Services you use and how you use those Services.

Customer Data:

We only process Customer Data on behalf of our customers and in accordance with their instructions provided in the applicable Services agreement with us. We use your data to provide you a better experience and thus support you with our service. In each case, Emirates Driving

Company(EDC) collects such information only when it is extremely necessary or appropriate to fulfil the purpose of the interaction for our services.

- We use your data to authenticate and authorize access to our services.
- To Provide services such as create and maintain account.
- To monitor and analyse the currents trends and better understand how users interact with our services, which help us understand our services and make them easier to use.
- To help with any complaints.
- To provide you with relevant services that you request from us or which we feel may interest you based on previous interactions, where you have consented to be contacted.
- To detect and prevent identity theft, fraud, and other potentially illegal acts as well as protecting the integrity of the website
- To respond to your inquiries or fulfilling your requests for information about our services.
- To facilitate your use and personalising your experience on the website and application.
- To send you service, technical and other administrative emails, messages and other types of communications. We may also contact you to inform you about changes in our Services and our Services offerings. These communications are considered part of the Services and you may not opt out of them unless you choose to not use our Services.
- In case we need it to for customer Support when you send us a request (for example via a support email or via one of our feedback mechanisms), we respond to your request and assist you in resolving the issue faster also to resolve issues and troubleshoot problems.
- For any other purpose as provided for in the Services Agreement between [Emirates Driving Company](#)(EDC) and the customer, or as otherwise authorized by the customer. In accordance with or as may be required by law.

How We Use Other Data?

We may send you

- Service related messages or marketing / promotional materials you may choose to restrict the collection or use of your personal information.

Customer Data will be used by [Emirates Driving Company](#) (EDC) in accordance with Customer's instructions, including any applicable terms in the Customer Agreement and as required by applicable law.

Lawful Basis for Processing

We are only allowed to process personal data collected if we have a lawful basis to do so .

We at [Emirates Driving Company](#) process the personal data if we have a legal basis. Our legal basis are as follows:

1. **Legitimate Interest** – We process your data on the grounds of legitimate interest for example to provide our services, to safeguard our services, to understand our user preferences etc.
2. **Consent** – We process your data only if you have given your consent freely for the same. We do not believe in bundled consent.
3. **Contractual necessity** – We process your data only when it is necessary for performance of contract. For example, if the processing is necessary in order to fulfil our commitments under the applicable terms of service.
4. **Legal Obligation** – We process your data only if the use of your information is necessary for compliance with legal obligation.

Note: As you agree to particular processing of your data with us, you also have a right to withdraw the consent at any time.

Storage and Transfer of Personal Information:

Our server or our service provider servers:

- Your personal Data and files are stored on our servers and the servers of companies we hire to provide services to us.

We understand that transmission of data over servers are not completely secure, and we do our best to protect your data from unauthorised access, use, alteration or destruction.

Data Retention Policy

We will retain your personal information as long as it is needed to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

Customer Data – We retain your information as long as you have an active Service account. We may also retain your personal information for an extended period under applicable statutory laws. We make sure to retain the data in accordance with a Customer's instructions, including any applicable terms in the Customer Agreement and as required by applicable law. When you decide to stop using our services, we will either delete or return all Customer Data, as per your instructions.

Other Data – We retain your information as long as necessary for the purposes that we have described in this privacy policy.

We will discard your data when we no longer need the information for the purpose for which we collect and use it and we are not legally required to continue to keep it.

Your Rights

You being the user have certain rights in respect of your own personal data. The rights given in respect to your personal data, subject to any exemptions provided by law , including right to:

- Right to be informed
- Request access of your personal data
- Request correction or update of your personal data
- Object to our use and processing of your personal data
- Request that we limit our use and processing of your personal data;
- Request portability of your personal data

You can access your personal data using your account setting and tools but you will have to contact us to update your data.

Your Information Shared With Others

We make it a point that we share your information in limited circumstances and when we share your information we take all the necessary safeguard to protect your personal information. Examples of when and for what purpose your data is shared include data centre / hosting services, email marketing services, etc.

Recipients Of Your Data are:

1. **Employees and Subsidiaries:** We at Emirates Driving Company might share your data with our employees, subsidiaries that need to know in order to help us provide our services or to process the information on our behalf.
2. **Legal Requirement:** We provide your personal information if we are required to provide such information in response to court order or other applicable law or legal process.
3. **To prevent fraud and protect rights:** When we have a good belief that the disclosure is necessary to prevent or respond to fraud, defend our apps or websites against attacks, or protect the property and safety of Emirates Driving Company and users, or the public.
4. **If we have consent:** We may share and disclose information with your consent or at your direction.
5. **Information disclosed publicly:** There are several places within site and our Application that allows you to post comments and submit user content for others to see.
6. **Third party vendors:** Emirates Driving Company provides your personal information to third parties who are obligated to use the personal information that we share with them for the purpose of provision of their services to us in order to help us run our business.

Such as Payment Gateways, VTS Vendors, Content Partners, SMTP, Email service providers such as SendGrid, SMS providers such as SMS Country, WhatsApp service providers, etc...

- 7. To Comply with Laws:** If we receive a request for information, we may disclose if we reasonably believe disclosure is in accordance with or required by any applicable law, regulation or legal process. We may also share your data to an acquirer in the event of a sale of substantially all of our assets or other change of control transaction.

Our data will be shared with other recipients in order to provide you with our services.

Security Measures To Protect Your Data

We provide and implement reasonable administrative, technical and physical security controls and take and maintain reasonable and appropriate security measures to protect your personal data from loss, misuse, unauthorised access, use, alteration or destruction. Examples of security measures include physical access controls, HTTPS, restricted access to data, monitoring for threats and vulnerabilities etc.

However, despite our efforts, no security measures are 100% effective and Emirates Driving Company cannot ensure or warrant the security of your personal information.

Links to other sites

This website may contain links to other websites. These links are meant for your convenience only.

Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Emirates Driving Company is not responsible for the privacy practices of such other websites. The information practices of those websites are not covered by this Privacy Statement or any other policies or terms applicable to the Emirates Driving Company websites or the Emirates Driving Company products or services. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by Emirates Driving Company website.

Privacy Of Children

We do not knowingly collect any information from children under the age of 18 unless and until the Emirates Driving Company customer (school, Colleges, universities etc) has provided authorization for a student under 18 to use the Emirates Driving Company products and services and for us to collect personal information from such student.

Please contact us at privacy@edcad.ae. if you believe that we have inadvertently collected personal information from a child under 18 without proper consent. This will allow us to delete such information as soon as possible.

Your acceptance of these terms

In order to use Emirates Driving Company Student Registration and Training applications, you must accept this policy and our accompanying terms of service. If you do not agree to this policy, please do not use this site. Your continued use of the site following the posting of changes to this policy will be deemed your acceptance of those changes. Provision of personal data to us under this policy is essential for us to be able to provide our services to you. Failure to provide correct and complete information to us could result in unintentional failure to provide complete and proper services to you.

Change in privacy policy

Emirates Driving Company may change this Privacy Policy from time to time, at our sole discretion.

Emirates Driving Company encourages its visitors and customers to frequently check this page for any changes to its Privacy Policy. We will notify you of material changes in advance by email when you log in to the Sites and Services or both. In case of continuation of use of our services after any change in this Privacy Policy, will constitute your acceptance of such changes and agree to be subject to the revised privacy policy.

Contact Information

If you have any questions or queries regarding this Policy, you may contact us through email at privacy@edcad.ae.