

Privacy Policy

PRIVACY AND COOKIE POLICY

PRIVACY AND SECURITY

We respect the privacy of all our users and are committed to protecting information collected through the Jumla Now App/Website. Personal information about you may be collected in several ways when you use the Jumla Now App/Website or any Services.

We provide this “Privacy Policy” to help you to understand what we may do with any personal information that we obtain from you. By providing your personal information to us, you confirm your acceptance of this Privacy Policy and agree that we may collect, use, and disclose your personal information as described in this Privacy Policy. This Privacy Policy is incorporated into, and part of, the Terms of Service, which govern your use of the Jumla Now App/Website. We will use your information only for the purposes set out below.

This Privacy Policy does not govern our collection or use of data about you through channels other than the Jumla Now App and Website.

Please exit the Jumla Now App/Website immediately if you do not accept this Privacy Policy or are accessing the Jumla Now App/Website in a country or other territory where use of the Jumla Now App/Website is not permitted.

The Jumla Now App/Website collects certain information when you interact with it, for example, Jumla Now App/Website may collect "Personal Information", which is data that can be used to identify an individual. The Jumla Now App/Website may also collect data that does not identify you specifically. The following is a list of data that we may collect and process about you:

- Information that you provide by filling out forms on the Jumla Now app, including when you register, subscribe to any Services including but not limited to interactive services

(such as blogs, chat rooms, message boards, emails, calls, or other user forums); enter a competition or promotion, complete a survey or report a problem with the Jumla Now App/Website.

- Your correct date of birth, which we may require that you submit accurately to ensure that you do not access the Jumla Now App/Website if you are not of a legal age to purchase products offered for sale on Jumla Now App/Website.
- Any information you may provide when you contact us or send us some correspondence.
- Details of any transactions you carry out through the Jumla Now App/Website, including the placement of any orders by you.
- Details of your visits to the Jumla Now App/Website including, but not limited to, your phone/computer's IP address, password information, page interaction information, traffic data, location data, weblogs, and other data about the resources that you access.

By registering, you are consenting to the collection of your personal data. If an order is placed with us, we need to hold Personal Information including your name, email address, phone numbers, business/home address, shipping and credit/debit card billing address(es) to allow us to process your orders, process your payment, let you know the status of your order, manage your account, and to serve your requests in general. We may also obtain information because of authentication or identity checks. Your phone number may be given to our courier for delivery services. Personal Information that you provide may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information. Personal Information may also be shared with other trading divisions within Jumla Now Mobile Phones and Accessories Trading LLC.

Please be aware that if we are requested by any regulatory or government authority investigating any suspected activity to provide your Personal Information, we will be entitled to do so.

We may also use your Personal Information to send you our newsletters as well as details of our products, special offers or promotional offers that may be of interest to you, and may also pass your Personal Information onto our carefully selected business partners or to our affiliated companies to enable them to send you information which may be of interest to you.

If you do not want to receive such information, you can just click on the “UNSUBSCRIBE” link in our emails or simply contact our Customer Service Team and they will assist you in this respect.

We may use Personal Information for our internal marketing and demographic studies, together with non-personal data to monitor customer patterns so we can improve the Jumla Now App/Website design to better meet our visitors' needs. If we change our policy on disclosure to others, we will inform you and you always have the choice of opting out via our Customer Service Team.

From time to time we may disclose Personal Information:

- To our service providers and subcontractors, including our affiliates, retained to perform functions on our behalf or to provide services to us, such as marketing and advertising, data processing, software development, Jumla Now App/Website hosting and Management, information technology and office services, legal, accounting, audit and other professional service providers, and further provided such service provider does not collect, use or disclose the personal information for any purpose other than to perform such functions or to provide services to us or as otherwise required by law.
- To unaffiliated service providers with whom we may subcontract, including Jumla Now App/Website hosting companies, fulfilment companies and other third-party service providers.
- To any prospective seller or buyer of Jumla Now's business or assets.
- If we are under a duty to disclose or share your personal data in order to enforce or apply the Terms of Service and other agreements, permit us to pursue available remedies or limit the damages that we may sustain, or protect the rights, property, safety or security

of Jumla Now, our employees, agents, contractors, customers, the visitors of the Jumla Now App/Website or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

You can access and review your personal information in the My Account section of the Jumla Now App/Website.

If your Personal Information changes in any way or is incorrectly presented on the Jumla Now App/Website you should immediately update or correct your Personal Information (as applicable) by accessing the My Account section on the Jumla Now App/Website or, alternatively, by contacting our Customer Service Team.

Please note that we shall retain your Personal Information during and following the end of your use of the Jumla Now App/Website as required to comply with laws, for technical troubleshooting requirements, to prevent fraud, to assist in any legal investigations and to take any other actions otherwise permitted by law.

We cannot guarantee the security of nor accept any liability for any of the information you submit to us.

If you require further information, please contact our Customer Service at hello@jumlanow.com or by telephone at +971543320223, Saturday to Thursday from 8:00 AM to 5:00 PM (UAE Time).

COOKIE POLICY

Jumla Now uses cookies and tracks IP addresses so we can improve our Services and enhance your Jumla Now experience.

Cookies are data files that the Jumla Now App/Website can send to your app/computer's browser for record-keeping purposes. We use cookies to help us to gather and store information about visitors to our Jumla Now App/Website which helps us and to make our Jumla Now App/Website more user friendly, and to give you a better experience when you return to the Jumla Now App/Website. Most app/web browsers automatically accept cookies. Cookies can be disabled or purged from your browser at any time if you so choose. You can find information

specific to your browser under the “help” menu. Jumla Now cannot guarantee the proper functioning of the Jumla Now App/Website if you choose to disable your cookies. However, your visit to our Jumla Now App/Website will be significantly enhanced if cookies are not disabled. If you do not disable your cookies, you allow us to use them.

We may use information from cookies for the following purposes:

- Traffic monitoring, for example, the IP address from which you access the Jumla Now App/Website, the type of browser and operating system used to access the Jumla Now App/Website, the date and time of your access to the Jumla Now App/Website, the pages you visit, and the Internet address of the Jumla Now App/Website from which you accessed our Jumla Now App/Website.
- To recognize repeat visitors for statistical/analytical purposes.
- Anonymous tracking of interaction with online advertising, for example, to monitor the number of times that a banner ad is displayed and the number of times it is clicked.

We may connect the information that we collect through cookies with other Personal Information that you provide to us. Such purposes are:

- To customize or personalize your experience of the Jumla Now app, for example, so that we can greet you by name.
- For transactional purposes, such as credit terms or credit/debit card sales.
- To monitor your use of the Jumla Now App/Website in order to make our communications with you as relevant as possible, for example, by sending you email communications relevant to the parts of the Jumla Now App/Website that you visit most often or by letting you know about features of the Jumla Now App/Website that you have not accessed previously.

We may compile and report to third parties (such as advertisers) statistics about our users in terms of numbers, traffic patterns and related site information.