

Membership Subscription Terms and Conditions

This website is operated by Uniti General Trading "UGT", license number CN-3661578. Throughout the site, the terms "we", "us" and "our" refer to UGT. UGT offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

These Terms and Conditions for Membership Subscription and Services ("General Conditions") are effective from the Effective Date by and between Daleelx.com operated by Uniti General Trading ("UGT"), a company registered in United Arab Emirates (license number CN-3661578), ("UGT") and your company ("Client"), as governed by the United Arab Emirates laws. Any purchase, dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE. Unless otherwise agreed by the Parties in writing, these General Conditions, and any Service Request executed hereunder shall govern UGT provision of the Products and Services to the Client (collectively, the "Agreement"). The parties hereto may be referred to individually as a "Party" or collectively as the "Parties". If you are entering into this agreement on behalf of a company or other legal entity, you represent that you have the authority to bind such entity to the terms and conditions of this agreement. In consideration of the mutual promises herein made, and for other good and valuable consideration, the sufficiency and receipt of which is hereby acknowledged, the Parties agree as follows:

1. Definitions. When used in the Agreement, the following capitalized terms shall have the following meanings:
 - a. "AFFILIATE" means in relation to a Party, any entity which directly or indirectly controls, is controlled by, or is under common control with that Party. For purposes of this definition, the term "control" (including the terms "controlled by" and "under common control with") means the power to direct or cause the direction of the management and policies of a Party (whether by contract or otherwise), or contacts associated to that Party. Notwithstanding the foregoing, all service requests requested on UGT website available at <http://www.daleelx.com/en/services> shall be deemed to be "Affiliates" of UGT.
 - b. "UGT CONTENT" means all software, data, text, images, audio, video, photographs and other content and material, in any format, that are obtained or derived from our

- c. platforms (that Clients may access through, within, or in conjunction with the use of the Membership Subscription Services. Examples of UGT Content include, but are not limited all content used in, Documentation, Instagram, snapchat, website, connectors, or otherwise stated source.
 - d. "DELIVERABLE" means tangible or intangible result of Services provided to Client pursuant to a Service Request.
 - e. "SERVICE REQUEST FORM" means UGT's standard order form (or other similar document duly executed by the Parties) entered into pursuant to this Agreement which specifies the Subscription Services, Products and/or Services to be ordered by Clients hereunder, and the fees therefor.
 - f. "SERVICE REQUEST" means collectively the Service Request Form(s).
 - g. "SUBSCRIPTION SERVICES" means with respect to the Service Request the subscription services provided by UGT within the UGT Managed Environment or for Clients request and use in the Client Managed Environment, as specified in the applicable Service Request and this Agreement
 - h. "SUBSCRIPTION TERM" means the period identified in the applicable Service Request during which UGT is required to provide Client with Membership Subscription Services. Subscription Term includes Initial Subscription Term together with any Renewal Terms, as defined herein. "Any purchase, dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE"
 - i. "THIRD PARTY CONTENT" means all software, data, text, images, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of UGT that Client may access through, within, or in conjunction with the use of the Subscription Services. Third Party Content includes third-party sourced materials accessed or obtained by using the Subscription Services or any tools provided by UGT platforms. In addition, any purchase, dispute, or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of UAE
2. Access; Use; Ownership; Restrictions
- a. Rights granted. UGT hereby grants Client, for the applicable Membership Subscription Term and subject to the terms and conditions of this Agreement and the applicable Service Request(s), a limited, non-exclusive, non-transferable, non-

sublicensable, irrevocable (except as otherwise set forth herein) right to use the Subscription Services, up to the applicable Usage Metric(s), for Clients internal business purposes only. UGT Subscription Services are provided in accordance with applicable Documentation and relevant Service Requests. UGT may modify the Subscription Services and its Documentation from time to time provided, however, such modification shall not result in any material degradation of the Subscription Services provided to Client during the then-current Subscription Term. The Membership Subscription Services and any Products/Services may contain or rely upon Third Party Content licensed to UGT under commercial or open-source agreements. Clients right to use such Third-Party Content are governed by the terms of any associated license agreement specified by UGT or the Third Party, and not under this Agreement. Cardholder must retain a copy of transaction records and www.Daleelx.com policies and rules

- b. Ownership. UGT shall retain all right, title and interest (including, without limitation, all patent, copyright, trademark, trade secret and other intellectual property rights) in and to the Products, Membership Subscription Services, UGT Content and Documentation and all copies thereof. Client is granted no rights in the Products, Subscription Services, UGT Content and Documentation other than those limited rights expressly set forth herein and in the relevant Ordering Documents. All right, title, and interest to the Retained Works shall remain with UGT. As used herein, "Retained Works" shall mean: (i) any pre-existing materials, intellectual property, methodology, or know-how, including any of UGT Content, UGT pre-existing software code, proprietary software tools, or training materials incorporated into the Deliverables; (ii) any modifications or enhancements or additions to any pre-existing materials discovered or reduced to practice in performance under the applicable SOW not specifically created for Client; and (iii) any Third-Party Content which are integrated with or incorporated into the Deliverables. Except for "Retained Works", all right and title to Deliverables exclusively and explicitly created by UGT for Client pursuant to the Professional Services shall vest in the Client upon full payment for such Deliverables. UGT grants Client a perpetual, royalty-free and non-exclusive license to use and modify the Deliverables (and any Retained Works incorporated therein) for its internal use only, subject to any other express supplemental license terms otherwise applicable to the Deliverable, and to make a reasonable number of copies of the Deliverables for internal use.

3. Membership Fees and Payments:

- a. **Subscription Fees:** The subscription fees for our membership services will be clearly stated during the subscription process. By subscribing, you agree to pay the specified fees.
- b. **Payment Method:** You must provide a valid payment method for your membership subscription. By providing your payment details, you authorize us to charge the subscription fees at the specified intervals.

4. Confidentiality

- a. Employees, volunteers, and board members of [UGT] may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of [UGT] that such information must be kept confidential both during and after employment or volunteer service. Employees, staff, including board members, are expected to return materials obtaining privileged or confidential information at the time of separation from employment or expiration of service.
- b. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.
- c. It is the policy of [UGT] that all employees, business partners, of [UGT] will not disclose confidential information belonging to, or obtained through their affiliation with, [UGT] to any person, including their relatives, friends, and business and professional associates, unless [UGT] has authorized disclosure. This policy is not intended to prevent disclosure where disclosure is required by law.
- d. Confidentiality is the preservation of privileged information. [UGT] Employees and partners are cautioned to demonstrate professionalism, good judgment, and care at all times in handling any information related to [UGT] to avoid unauthorized or improper disclosures of confidential information.
- e. User is responsible for maintaining the confidentiality of his account

5. Code of Ethics

- a. [UGT] is diligent in offering you with the best service possible by creating a social community and providing its members with a supportive and non-discriminatory community. Consequently, it's imperative that we abide to the following guideline to avoid any violations:

- Creating non ethical competing behaviours [against UGT or it's members]
- Controversial content [including revealing or unacceptable behaviours foreign to UAE laws]
- Treat others with dignity and respect at all times. [including UGT's employees]
- Avoid slang or idioms that might not translate across cultures. Criticizing other's religions, nationalities, races, personal preferences, or any similar discriminatory behaviours
- [UGT] will not tolerate discrimination, harassment or any behaviour or language that is abusive, offensive, or unwelcome.

6. Violation Policy

- a. In accordance with our efforts to provide you with the best service possible, we have a violation system to protect all parties involved. It's imperative to keep in mind that breaching any of the Codes of Ethics, not obliging to agreement terms or being disrespectful or difficult towards [UGT] employees or partners will be considered violations. Under these circumstances, violations can lead to temporary bans, termination and legal actions might follow.

7. Membership Duration and Cancellation Policy

- a. Your membership subscription will be valid for the duration specified during the subscription process.
- b. If you wish to cancel your membership at any time, get in touch with us to start that procedure. You will be refunded for the remainder of your contract within a 14 working days.
- c. For recurring payments, vendors will be notified 72 hours before next billing date.
- d. Please note that enrolment fees are non-refundable.

8. Automatic Renewal

- a. Unless you cancel your membership before the end of the current subscription period, your membership will automatically renew for subsequent periods at the applicable subscription fee.

9. Privacy

- a. Data Collection: By subscribing to our membership, you agree to our Privacy Policy, which explains how we collect, use, and protect your personal information.

10. Fraud

- a. All clients are expected to submit work that they've done. UGT won't be held responsible for any fraudulent activities.

11. Payments, Fees & Registration process

After members sign up and create an account, they will be asked to choose the suitable membership type and go through the onboarding process. At checkout, they will be asked to pay the registration fees and can then submit their membership - refundable, and the membership fees will only be deducted upon approval. Members will receive their invoices and all relevant information via the email used for the membership. Processing time takes from 2 – 3 working days.

- Clients must be at the age of 18 or older to register their business at Daleelx.com
- After signing up, clients will be asked to pay the registration fees and their chosen membership fees will only be deducted after approval, confirmed and invoices via email
- As is set by the clients profile preference setting, recurring payments will be deducted as per chosen duration option
- Payments can be accepted via Visa and Master Card, in aed currency only
- Once the payment is made, the confirmation notice will be sent to the client via email within 24 hours of receipt.
- The displayed price and currency at the checkout page, will be the same price and currency printed on the Transaction Receipt and the amount charged to the card will be shown in your card currency.
- We will not trade with or provide any services to OFAC and sanctioned countries

12. Return Policy

While the membership is an online service, we understand your wish to upgrade or downgrade the type of membership you're enrolled to. In order to do so, you will need to log into your vendor account and submit a request or contact customer service

13. Refund Policy

- You can cancel your membership at any time by logging into your account and submitting a request or you can contact customer service. Your request will be processed within 14 - 45 working days from the submission date. Registration fees are non-refundable
- Refunds will be processed via original mode of payment

Contact

Questions, comments and requests regarding these terms and conditions are welcomed and should be addressed to: info@daleelx.com

Last updates: September 2023

Privacy policy

Uniti General Trading operates Daleelx.com as a SaaS website. These SERVICES are provided by Uniti General Trading as membership programs for users to use as such.

This page is used to inform visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service.

If you choose to use our Service, then you agree to the collection and use of information in relation to this policy. The Personal Information that we collect is used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which is accessible at Daleelx.com unless otherwise defined in this Privacy Policy.

Who is responsible for your personal information

Uniti General Trading (“UGT”, “we”, “our”, “us”) is the data controller for the processing of the personal data described in this Privacy Policy. Please read this Policy carefully to receive information on how and why UGT collect and process your personal data and what are your personal data rights.

Please contact us if you have any questions about our processing, see our contact details below:

Name: Uniti General Trading

Address: Abu Dhabi, UAE

Email: info@daleelx.com

Information Collection and Use

For a better experience, while using our Service, we may require you to provide us with certain personally identifiable information, including but not limited to Location, Device Info.

The information that we request will be retained by us and used as described in this privacy policy.

The website does use third party services that may collect information used to identify you. We are using your contact information for chat service.

We are using chat service through third party. Some of their privacy policies are :

1. We collect non-personally identifiable information about you in a number of ways, including tracking your activities through your IP address, computer settings or most-recently visited URL. We may also ask you to provide certain non-personally identifiable information about yourself, such as your age, name etc. We do not collect any personally identifiable information about you unless you voluntarily submit such information to us, by, for example, filling out a survey or registration form. The types of information that may be requested include your name, address, e-mail address, and telephone number

2. In general, we will only use the information you provide to us for the purpose for which such information was provided. We may also use this information to deliver to you information about our company and promotional material from some of our partners. Users may opt-out of receiving future mailings from company and other entities by following the instructions set forth in the opt-out section below. Non-personal demographic and profile data is used to tailor your experience at our site, showing you content we think you might be interested in. This information may also be shared with third parties on an aggregate non-personal basis.

Log Data

We want to inform you that whenever you use our Service, in a case of an error in the website we collect data and information (through third party products) on your phone called Log Data. This Log Data may include information such as your device Internet Protocol ("IP") address, device name, operating system version, the configuration of the website when utilizing our Service, the time and date of your use of the Service, and other statistics

Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

This Service does not use these "cookies" explicitly. However, the website may use third party code and libraries that use "cookies" to collect information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of this Service.

Service Providers

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or
- To assist us in analyzing how our Service is used.

We want to inform users of this Service that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Data Security

We take all appropriate technical and organisational measures to ensure that your personal information is protected, in compliance with our legal obligations. We protect your information using measures that reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. Please

note that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

Where we transfer your personal information or use third party service providers based outside of the UAE, we will put in place specific contractual agreements or other necessary measures to ensure that your personal data are equally protected.

Links to Other Sites

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

Data collections and uses

A. All credit/debit cards' details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties

B. www.Daleelx.com will not pass any debit/credit card details to third parties

C. The data we collect

Daleelx.com collects:

- Data provided by users to Daleelx.com, such as during account creation

- Data created during use of our services, such as location, websiteusage, and device data
- Data from other sources, such as Daleelx.com partners and third parties that use Daleelx.com APIs

The following data is collected by or on behalf of Daleelx.com :

1. Data provided by users. This includes:

- User profile: We collect data when users create or update their Daleelx.com accounts. This may include their name, email, phone number, login name and password, address, profile picture, payment or banking information (including related payment verification information), government identification documents, including driver's license numbers and images, birthdate, signature, and photo. For more information, please see the section titled "How we use personal data."
- Demographic data: We may collect demographic data about users, including through user surveys.
- User content: We collect the information users submit when they contact Daleelx.com customer support, provide ratings or compliments for other users or partners, or otherwise contact Daleelx.com. This may include feedback, photographs or other recordings collected by users.

2. Data created during use of our services. This includes:

- Transaction information: We collect transaction information related to the use of our services, including the type of services requested or provided, date and time the service was provided, amount charged, and payment method. Additionally, if someone uses your promotion code, we may associate your name with that person. All credit/debit cards' details and personally identifiable information will NOT be stored, sold, shared, rented, or leased to any third parties
- Usage data: We collect data about how users interact with our services. This includes data such as access dates and times, website features or pages viewed, website crashes and other system activity, type of browser, and third-party sites or services used before interacting with our services. In some cases, we collect this data through

cookies, pixels, tags, and similar tracking technologies that create and maintain unique identifiers.

- Device data: We may collect data about the devices used to access our services, including the hardware models, device IP address, operating systems and versions, software, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion data, and mobile network data.
- Communications data: We enable users to communicate with each other and Daleelx.com through Daleelx.com 's website and center. To provide this service, Daleelx.com receives some data regarding the calls, texts, or other communications, including the date and time of the communications and the content of the communications. Daleelx.com may also use this data for customer support services (including to resolve disputes between users), for safety and security purposes, to improve our products and services, and for analytics.

3. Data from other sources. This includes:

- User feedback, such as ratings, feedback, or compliments.
- Users participating in our referral programs. For example, when a user refers another person, we receive the referred person's personal data from that user.
- Daleelx.com account owners who request services for or on behalf of other users, or who enable such users to request or receive services through their accounts. This includes owners of Daleelx.com for Business accounts.
- Users or others providing information in connection with claims or disputes.
- Daleelx.com business partners through which users create or access their Daleelx.com account, such as payment providers, social media services, or apps or websites that use Daleelx.com 's APIs or whose APIs Daleelx.com uses.
- Vendors who help us verify users' identity, background information, and eligibility to work, for regulatory, safety, and security purposes.
- Publicly available sources.
- Marketing service providers.

Daleelx.com may combine the data collected from these sources with other data in its possession.

B. Why we use personal data

Daleelx.com collects and uses data to enable reliable and convenient user customer service, and other products and marketing services. We also use the data we collect:

- To enhance the safety and security of our users and services
- For customer support
- For research and development
- To enable communications between users
- To send marketing and non-marketing communications to users
- In connection with legal proceedings

Daleelx.com does not sell or share user personal data with third parties for their direct marketing, except with users' consent.

Daleelx.com uses the data it collects for purposes including:

1. Providing services and features. Daleelx.com uses the data we collect to provide, personalize, maintain, and improve our products and services.

This includes using the data to:

- Create and update users' accounts.
- Offer, process, or facilitate payments for our services.
- Offer, obtain, provide, or facilitate invoicing, or financing solutions in connection with our services.
- Perform internal operations necessary to provide our services, including to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends.

2. Customer support. Daleelx.com uses the information we collect (including recordings of user support calls with notice to and the consent of the user) to provide customer support, including to:

- Direct questions to the appropriate user support person
- Investigate and address user concerns
- Monitor and improve our user support responses and processes

3. Research and development. We may use the data we collect for testing, research, analysis, product development, and machine learning to improve the user experience. This helps us

to improve and enhance the safety and security of our services, improve our ability to prevent the use of our services for illegal or improper purposes, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

5. Marketing. Daleelx.com may use the data we collect to market our services to our users. This includes sending users communications about Daleelx.com services, features, promotions, sweepstakes, studies, surveys, news, updates, and events. We may also send communications to our users about products and services offered by Daleelx.com partners. Although we may send users communications about Daleelx.com partners' products and services, we do not sell users' personal data to, or share it with, such partners or others for purposes of their own direct marketing or advertising, except with users' consent.

We may use the data we collect to personalize the marketing communications (including advertisements) that we send, including based on user location, past use of Daleelx.com's services, and user preferences and settings.

6. Non-marketing communications. Daleelx.com may use the data we collect to generate and provide users with receipts; inform them of changes to our terms, services, or policies; or send other communications that aren't for the purpose of marketing the services or products of Daleelx.com or its partners.

7. Legal proceedings and requirements. We may use the personal data we collect to investigate or address claims or disputes relating to use of Daleelx.com's services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

8. Automated decision-making

We use personal data to make automated decisions relating to use of our services. That includes; Deactivating users who are identified as having engaged in fraud or activities that may otherwise harm Daleelx.com, its users, and others. In some cases, such as when a user is determined to be abusing Daleelx.com's referral program, such behavior may result in automatic deactivation.

C. Cookies and third-party technologies

Daleelx.com and its partners use cookies and other identification technologies on our apps, websites, emails, and online ads for purposes described in this notice

Cookies are small text files that are stored on browsers or devices by websites, apps, online media, and advertisements. Daleelx.com uses cookies and similar technologies for purposes such as:

- Authenticating users
- Remembering user preferences and settings
- Determining the popularity of content
- Delivering and measuring the effectiveness of advertising campaigns
- Analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our services

We may also allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify the devices used by visitors to our websites, as well as when they visit other online sites and services.

D. Data sharing and disclosure

Some of Daleelx.com's products, services, and features require that we share data with other users or at a user's request. We may also share data with our affiliates, subsidiaries, and partners, for legal reasons or in connection with claims or disputes.

Daleelx.com may share the data we collect:

1. At the user's request

Daleelx.com business partners. For example, if a user requests a service through a partnership or promotional offering made by a third party, Daleelx.com may share certain data with those third parties. This may include, for example, other services, platforms, apps or websites that integrate with our APIs; vehicle suppliers or services; those with an API or service with which we integrate; or restaurant partners or other Daleelx.com business partners and their users in connection with promotions, contests, or specialized services.

2. With the general public

Questions or comments from users submitted through public forums such as Daleelx.com blogs and Daleelx.com social media pages may be viewable by the public, including any personal data included in the questions or comments submitted by a user.

3. With Daleelx.com subsidiaries and affiliates

We share data with our subsidiaries and affiliates to help us provide our services or conduct data processing on our behalf. For example, Daleelx.com processes and stores data in the United Arab Emirates office on behalf of its international subsidiaries and affiliates.

4. With Daleelx.com service providers and business partners

- Daleelx.com provides data to vendors, consultants, marketing partners, research firms, and other service providers or business partners. These include:
- Payment processors and facilitators
- Background check and identity verification providers (drivers and delivery partners only)
- Cloud storage providers
- Marketing partners and marketing platform providers, including social media advertising services
- Data analytics providers
- Research partners, including those performing surveys or research projects in partnership with Daleelx.com or on Daleelx.com 's behalf
- Vendors that assist Daleelx.com to enhance the safety and security of its apps
- Consultants, lawyers, accountants, and other professional service providers
- Insurance and financing partners
- Airports

6. For legal reasons or in the event of a dispute

Daleelx.com may share users' personal data if we believe it's required by applicable law, regulation, operating license or agreement, legal process or governmental request, or where the disclosure is otherwise appropriate due to safety or similar concerns. This includes sharing personal data with law enforcement officials, public health officials, other government authorities, airports (if required by the airport authorities as a condition of

operating on airport property), or other third parties as necessary to enforce our Terms of Service, user agreements, or other policies; to protect Daleelx.com 's rights or property or the rights, safety, or property of others; or in the event of a claim or dispute relating to the use of our services. If you use another person's credit card, we may be required by law to share your personal data, including trip or order information, with the owner of that credit card.

This also includes sharing personal data with others in connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

7. With consent

Daleelx.com may share a user's personal data other than as described in this notice if we notify the user and they consent to the sharing.

In general, we protect your information using measures that reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. We minimise the amount of personal

information we disclose to what is necessary to fulfil the purposes described in this Privacy Policy and service providers may not use it for any other purposes. We have signed contractual agreements with our third-party service providers and we ensure that they respect the security of your personal data in compliance with data protection laws.

E. Data retention and deletion

Daleelx.com retains user profile, transaction, and other personal data for as long as a user maintains their Daleelx.com account.

Daleelx.com may retain certain user data after receiving an account deletion request if necessary, such as to comply with legal requirements.

Daleelx.com may also retain certain information if necessary for purposes of safety, security, and fraud prevention. For example, if Daleelx.com deactivates a user's account because of

unsafe behavior or security incidents, Daleelx.com may retain certain information about that account to prevent that user from opening a new Daleelx.com account in the future.

F. Grounds for processing

We only collect and use personal data where we have lawful grounds to do so. These include processing user personal data to provide requested services and features, for purposes of Daleelx.com's legitimate interests or those of other parties, to fulfill our legal obligations, or based on consent.

We collect and use personal data only where we have one or more lawful grounds for doing so. Such grounds may vary depending on where our users are located, but generally include processing personal data:

A.To provide requested services and features

In order to provide our services, we must collect and use certain personal data. This includes:

- Transaction information
- Information relating to customer support

B.For purposes of the legitimate interests of Daleelx.com or other parties

This includes using personal data to maintain and enhance our users' safety and security. For example, we use personal data to prevent use of our services by users who have engaged in inappropriate or dangerous behavior, such as by retaining data of banned users to prevent

their use of Daleelx.com's apps. We also use usage data to prevent matching of riders and drivers for whom there is higher risk of conflict (for instance, because they have been the subject of prior complaints from other users).

This also includes purposes such as combating fraud; improving our services, direct marketing, research, and development; and enforcing Daleelx.com's Terms of Service.

In addition, it includes using personal data to the extent necessary for the interests of other people or the general public, such as in connection with legal or insurance claims, and to protect the rights and safety of others.

C.To fulfill Daleelx.com's legal obligations

- We collect and use personal data to comply with such laws.
- Daleelx.com may also share data with law enforcement regarding criminal acts or threats to public safety, or requests by third parties pursuant to legal processes.

D.With consent

- Daleelx.com may collect and use personal data based on the user's consent. For example, we may collect personal data through voluntary surveys. Responses to such surveys are collected on the basis of consent and will be deleted once no longer necessary for the purposes collected.
- A user who has provided consent to a collection or use of their personal data can revoke it at any time. However, the user will not be able to use any service or feature that requires collection or use of that personal data.

Choice and transparency

Daleelx.com enables users to access and control the data that Daleelx.com collects, including through:

- In-website settings
- Device permissions
- In-website ratings pages
- Marketing opt-outs

Daleelx.com also enables users to request access to or copies of their data, changes or updates to their accounts, deletion of their accounts, or that Daleelx.com restrict its processing of user personal data.

A. Privacy settings

Settings menus in the Daleelx.com website to give them the ability to set or update their information preferences and their preferences for receiving mobile notifications from Daleelx.com. Information about these settings, how to set or change these settings, and the effect of turning off these settings is described below.

Daleelx.com provides users with service status notifications and updates related to activity on their account. These notifications are a necessary part of using the Daleelx.com website and cannot be disabled. However, users may choose the method by which they receive these notifications through the Settings > Privacy menu in the Daleelx.com app.

- Notifications: discounts and news

Users may enable Daleelx.com to send push notifications about discounts and news from Daleelx.com. Push notifications may be enabled or disabled through the Settings > Privacy menu in the Daleelx.com app.

B. Device permissions

Most mobile device platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without the device owner's permission, and these platforms have different methods for how that permission can be obtained. iOS devices notify users the first time the Daleelx.com website requests permission to access certain types of data and gives users the option to grant or refuse permission. Android devices notify users of the permissions that the Daleelx.com website seeks before their first use of the app, and use of the website constitutes a grant of such permission.

D. Marketing opt-outs

Users may opt out of receiving promotional emails from Daleelx.com here. Users may also opt out of receiving emails and other messages from Daleelx.com by following the unsubscribe instructions in those messages. We may still send users who have opted out non-promotional communications, such as receipts for rides or information about their account.

User data protection rights

Daleelx.com provides users with a variety of rights that can be exercised to learn about, control, and submit questions and comments about Daleelx.com's handling of their data. If you wish to exercise any of the data protection rights set out below, please contact us at info@daleelx.com.

- Accessing data: Users can ask for an explanation of the data we collect from them and how we use it.
- Receiving data: Users can ask for a copy of data that Daleelx.com collects from them with their consent or as necessary to provide our services.
- Changing or updating data: Users can edit the name, phone number, email address, payment method, and photo associated with their account through the Settings menu in Daleelx.com 's apps or driver portal. They may also ask that Daleelx.com change or update their data, including if they believe such data is inaccurate or incomplete.
- Deleting data: Users may request deletion of their account at any time through Daleelx.com 's website or by reaching to our customer support number.
- Objections, restrictions, and complaints: Users may request that we stop using all or some of their personal data, or that we limit our use of their data. Daleelx.com may continue to process data after such objection or request to the extent required or permitted by law.

International transfers:

Where your personal data is being transferred to countries outside the UAE either by us or by third party service providers acting on our behalf, UGT will ensure that those transfers are adequately protected, by putting in place the necessary organisational and technical measures, and guarantee the lawful processing of your personal information in accordance with the relevant law.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Updates to this notice

We may occasionally update this notice. Use of our services after an update constitutes consent to the updated notice to the extent permitted by law.

We may occasionally update this notice. If we make significant changes, we will notify users in advance of the changes through the Daleelx.com apps or through other means, such as email. We encourage users to periodically review this notice for the latest information on our privacy practices.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@Daleelx.com.

Last updates: September 2023