

# PRIVACY POLICY

Welcome to the website of Hey Karry (the “Website” or “Site”) operated by Hey Karry FZ LLC. We are committed to maintaining the privacy of information that you might share with us while visiting our website and interacting with us online. This privacy policy (“Privacy Policy” or “Policy”) covers how we collect and use any personal information that you provide through <https://cc.heykarry.com> website (“Website” or “Site”). This policy (together with our terms of use <https://cc.heykarry.com> and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <https://cc.heykarry.com> you are accepting and consenting to the practices described in this Policy.

The term “you”, “your”, and “User” or similar terms means the person accessing or using the Website. The terms “us”, “we” and “our” refer to Hey Karry.

## INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

- **Information you give us.** This is information about you that you give us by filling in forms on our Site or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our service, participate in discussion boards or other social media functions on our site and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, passport information and other information of personal nature.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), pages and services you viewed or searched for page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our contact centre.
- **Information we receive from other sources.** We work closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies).

For avoidance of doubt, any credit/debit cards details and personally identifiable information will not be permanently stored, sold, shared, rented or leased to any third parties and will only be used for the purposes of providing our service.

## **PAYMENTS & REFUNDS POLICY**

- We accept payments online using Visa and MasterCard credit/debit card in UAE Dirhams only through cards which are issued in the United Arab Emirates. For avoidance of doubt, we do not deal with or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the laws of the United Arab Emirates.
- Refunds (if any) will be subject to clause 11 & 12 of our online payment terms and conditions as amended from time to time.

## **COOKIES**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies, you may contact us.

## **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- Information you give to us. We will use this information:
  - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
  - to provide you with information about other products and services we offer that are similar to those that you have already purchased or enquired about;
  - to notify you about changes to our service;
  - to ensure that content from our site is presented in the most effective manner for you and for your computer.
- Information we collect about you. We will use this information:
  - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
  - to allow you to participate in interactive features of our service, when you choose to do so;
  - as part of our efforts to keep our site safe and secure;
  - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
  - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- Information we receive from other sources. We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **DISCLOSURE OF YOUR INFORMATION**

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries if applicable.
- Selected third parties including:
  - business partners, suppliers and sub-contractors for the performance of any contract we enter into with them on your behalf;
  - advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. We do not disclose information about identifiable individuals to our advertisers, but we will provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target to determine service trends in a non-descript manner. We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience;
  - analytics and search engine providers that assist us in the improvement and optimisation of our site;

We will disclose your personal information to third parties:

- If Hey Karry or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use <https://cc.heykarry.com> and other agreements; or to protect the rights, property, or safety of Hey Karry, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination outside the United Arab Emirates (“UAE”). It may also be processed by staff operating outside the UAE who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your instruction, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [contact@heykarry.com](mailto:contact@heykarry.com).

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of the United Arab Emirates.

## **CHANGES TO OUR PRIVACY POLICY & TERMS**

Our website Privacy Policy and Online Payment Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, you are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

## **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [contact@heykarry.com](mailto:contact@heykarry.com) or sent to the following address:

Hey Karry FZ-LLC  
SD 2-59  
Ground Floor, Building 7  
Dubai Outsource City  
PO Box 506725 Dubai  
United Arab Emirates