

Data Privacy Policy

Version 1.0



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Introduction to the Policy

This data privacy policy ("Privacy Policy") published and shared by ADME governs the use of personal and financial data supplied by our customer while availing any of our services whether on our website.

The Customer's trust is most important to us, which is why we are committed to ensure that the Customer's privacy is secured and protected. We want to strengthen that trust by being transparent with how we collect, use and protect the Customer's Personal Data (defined hereinafter).

The information that the Customer shares with us, enables us to provide the Customer with, and allows us to constantly improve our Services such as (i) remittance services via ADME; (ii) various value-added services like bill payments, Fine payments, Salik payments(iii) FCY Services. For example, certain services such as remittances are only available once the Customer has gone through the Know-Your-Customer (KYC) process – this is to ensure that all transactions on the Platform are legal and follow the rules set by the AML/CFT Laws and Regulations and Central Bank Directives.

To constantly provide the proper protection to the Personal Data, we may update this Data Privacy Policy periodically to keep it responsive with data privacy requirements, coverage, and technology security advancements. We encourage our customers to check this page from time to time to ensure that they are updated and pleased with any changes we made. Customers are welcome to ask questions and can email us at complaint@aldhaheryexchange.com.

Why we collect Personal Data

We collect the Customer's Personal Data such as:

- name
- date and place of birth
- specimen signature or biometrics
- present and permanent address
- source of fund or income
- name of employer or the nature or self-employment or business
- contact details such as contact numbers and email address

Without limiting the generality of the purpose, to facilitate the customer's transaction needs and avail of our products and services, among others:

Enhance the Customer's experience and improve, develop, and determine tailored products to meet their preferences and needs.

Communicate relevant products and/or advisories to the Customers.

Show them relevant advertisements on and off our Services and measure the effectiveness and reach of ads and Service.

Abide by any safety, security, public service or legal requirements and processes; and

Process information for statistical, analytical, and research purposes

Furthermore, we collect the Personal Data to the extent necessary to comply with the requirements of the law and legal process, such as a legal and regulatory obligation of the Anti-Money Laundering Acts, or to prevent imminent harm to public security, safety, or order.

We also need the Personal Data for statistical, analytical, and research purposes to create anonymous and aggregate reports, which enables us to provide a better service to each of our customers.

Collection of Personal Data

We collect the following types of Personal Data to provide the Customer with the usage of the Platform, and to help us personalize and improve the Customer's experience.

Information the Customer provides to us: We may collect and store any information the Customer provide us when they use the Platform, including when they add information on a web form, add or update their account information, participate in chats, or when the Customer otherwise correspond with us regarding the Services.

In addition, when the Customer registers with us for the first time on the Platform or uses the Services, we may collect the following types of information:

Contact information, such as the Customer's name, address, phone, email, and other similar information.

Financial information, such as the full bank account numbers and/or related information that the Customer wishes to link to our Platform or give us when they use the Services.

Authentication and Fraud Detection: To help protect the Customers from fraud and to prevent misuse of Personal Data, we may collect information about them and their interaction with the Platform.

Using Services via Mobile Devices: We may offer the Customers the ability to connect with the Platform using a mobile device with proper scanned and PC with updated OS with latest patches. The provisions of this Data Privacy Policy apply to all such mobile access and use of mobile devices. Most mobile devices allow the Customer to control and/or disable location services in the device's setting's menu. If the Customer has questions about how to disable their device's location services, we recommend them to contact their mobile service carrier or the manufacture of their device.

Use and Storage of Personal Data

We use Personal Data to provide the Customers with services and products the Customers explicitly request for, to resolve disputes, troubleshoot concerns, help promote safe services, provide Services, measure consumer interest in Services, inform them about offers, products, services, updates, customize their experience, detect, and protect us against error, fraud, and other criminal activity, enforce our terms and conditions, etc.

The security of the Customer's Personal Data, in paper and electronic format, is important to us and we take reasonable steps to protect it from misuse, interference, loss, unauthorized access, modification, and unauthorized disclosure by establishing and enforcing organizational, physical, and technical security measures.

We will keep copies of the Customer's registration and transaction records for minimum 05 years in adherence with the requirement of the Central Bank and countries Laws and Regulations. The Personal Data will be destroyed in irretrievable and unusable form in adherence with our physical and/or technical information security measures once retention is over.

We will not sell, share, or rent the Customer's Personal Data to any 3rd party or use the Customer's email address/mobile number for unsolicited emails and/or SMS other than for any transactional communication. Any emails and/or SMS sent by us will only be in connection with the provision of agreed services and products and this Privacy Policy.

We reserve the right to communicate the Customer's Personal Data to any third party that makes a legally compliant request for its disclosure.

When do we share Personal Data

There are times, when we need to share the Personal Data, and we would always ask the Customers for their consent. This is unless it would be used to comply with legal and regulatory mandates set by appropriate government agencies or when sharing the Personal Data with our group companies and affiliates. In these instances, we will ensure that the Personal Data will be secured and protected under the terms of a data sharing agreement, or any other relevant agreement made with parties that can demonstrate sufficient organizational, physical, and technical security measures to protect Personal Data.

Links to Other Sites

Our Platform is not linked to other websites that may collect personally identifiable information about the Customers. We are not responsible for the privacy practices or if customer clicking on any third-party link, its recommended to visit only our trusted website i.e., www.aldhaheryexchange.com