

PRIVACY POLICY

Advanced Living Solutions Trading LLC is committed to protecting customer's data and privacy. We comply with the General Data Protection and Regulation as per UAE Law. The following identifies the lawful grounds of data processing. Following this we affirm how we use customer data and ensure its security and privacy. We have also provided a complaints process which can be contacted in case of any observed misconduct in our business practices.

- i. Lawful grounds for processing data**
 - a. We obtain consent of the data subject with regards to 'Opt-in'.
 - b. We process data for performance determination or entering into a contract with the data subject.
 - c. We process data where necessary for compliance with a legal obligation.
 - d. We process where deemed necessary to protect the vital interests of the data subject or another person.
 - e. We process where deemed necessary for the performance of a task carried out in the public interest.
 - f. We process where necessary for the purposes of legitimate interests except where overridden by interests, rights or freedoms of the data subject.
- ii. We take into account the following in relation to legitimate interest:**
 - a. The nature of interests (such as reasonable expectations of the individual).
 - b. The impact of processing. - Any safeguards which are or could be put in place.
- ii. How we use customer data in regard to Recruitment; or a new Prospect requesting a quotation via our website; or a Client who is emailing directly for either a new quote or to proceed with a job.**
 - a. Advanced Living Solutions only uses the data collected by consent for legitimate specified interests. Information is maintained securely on file. At the time of the communication information is provided relating to our services. For marketing purposes, we may seek customer's permission for

email address (opt-in) to be included in our emailing database as a method of keeping in touch.

- b. We only contact customers if we believe that the sent information will be of a legitimate interest to your business and where we have an appropriate relationship (i.e. client, prospects etc.). We respect your time and attention by controlling the frequency of our regular mailings. In case of service cancellation, customer may continue to receive communication for a short period of time while their suppression is being processed.

iii. **How we secure customer data.**

- a. Advanced Living Solutions never discloses personal information about its customers to any third party, other than to process an enquiry, without first receiving their permission or unless we are under a legal obligation to do so.
- b. We do not pass on our customer's details to any third party without their permission. We may supply aggregate statistics about our customers; however these statistics do not contain any information about our customers from which their identity could be identified.

iv. **Complaints.**

- a. If a customer thinks that there is a problem with the way we handle their data, they possess the right to raise complain through our portals. In case of a personal data breach complaint, concerned party is notified within 72hrs.

We welcome your questions and comments about Privacy Policy, and for any complain please feel free to contact: info@advlivosol.com .