



Executive Office: 39th Floor, The One Tower,
Tecom, Barsha Heights, Dubai
Registered Off: Media city, Sharjah, UAE
Email: Info@qrservices.com

Rev No. : 01

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Privacy Policy

Effective Date: October 23, 2024

Introduction

QRServices Global LLC (“QRServices Global LLC”, “us”, “our”) is committed to protecting your privacy and ensuring your personal data is handled responsibly. This Data Protection Policy outlines how QRServices Global LLC collects, uses, discloses, and safeguards your information when you visit our website www.qrservices.com, engage with our quality, regulatory, and sustainability services, or otherwise interact with us.

We encourage you to read this policy carefully to understand our practices regarding your personal data.

Personal Data we Collect

QRServices Global LLC collect various types of personal data to provide and enhance our services. This includes, but is not limited to:

- **Identification Data:** Names, email addresses, phone numbers, and postal addresses.
- **Technical Data:** IP addresses, browser types, and operating systems.
- **Usage Data:** Information about how you use our website, products and services.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

Use of Personal Data

QRServices Global LLC utilizes personal data for the following purposes:

- **Service Delivery:** To provide, operate, and maintain our services.



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- **Customer Support:** To respond to your inquiries and provide customer support.
- **Marketing:** To send promotional materials and updates about our products and services.
- **Analytics:** To analyze usage patterns and improve our services.
- **Legal Compliance:** To comply with legal obligations and protect our rights.

Sharing Information

QRserves Global LLC may share personal data with third parties under the following circumstances:

- **Service Providers:** With vendors and service providers who perform services on our behalf.
- **Business Partners:** With partners for joint marketing activities.
- **Legal Requirements:** When required by law or to protect our legal rights.
- **Corporate Transactions:** In connection with a merger, acquisition, or sale of assets.

Data Retention

QRserves Global LLC retain personal data only for as long as necessary to fulfill the purposes for which it was collected, including:

- **Service Provision:** As long as you have an active account with us.
- **Legal Obligations:** To comply with legal and regulatory requirements.
- **Dispute Resolution:** To resolve disputes and enforce our agreements. Any disputes arising from this policy shall be subject to the jurisdiction of the DIFC Courts, Dubai, UAE.



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Data Protection Norms

Collect Personal Data Transparently and Lawfully

QR Serves Global LLC ensure that personal data is collected in a lawful, fair, and transparent manner. We provide clear information about:

- **Data Collection:** The types of data QR Serves Global LLC collect and the purposes for which it is collected.
- **Individual Rights:** The rights of individuals regarding their personal data.
- **Legitimate Interests:** Required by legitimate business interests, such as entering into contracts, processing payments, and complying with statutory or regulatory requirements.

Legal Basis for Processing Personal Data

QR Serves Global LLC process personal data based on the following legal grounds:

- **Contractual Necessity:** To fulfil a contract with you.
- **Legal Obligations:** To comply with legal requirements.
- **Legitimate Interests:** For our legitimate business interests, provided these are not overridden by your rights.

Consent

Any consent by individuals to the collection and use of their personal data must be given freely and in response to clear information about the intended use of the data. You can withdraw your consent at any time without undue complications.

Rights of Individual

We respond to all requests made by individuals in connection with their personal data. QR Serves Global LLC recognizes the rights of individuals to:



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- **Right to Access:** Request access to and receive a copy of your personal data.
- **Right to be Informed:** Individuals have the right to be informed about the collection and use of your personal data. This includes details about the purposes of processing, retention periods, and who the data will be shared with
- **Right to Rectification:** Request the update or rectification of inaccurate or incomplete personal data.
- **Right to Erasure:** Request the erasure of your personal data.
- **Right to Restrict:** Object to or request restriction on the processing of your personal data.
- **Right to Portability:** Request the portability of your personal data.

Choices of the Individual

QRServes Global LLC inform individuals in clear and plain language when using your personal data for marketing purposes. We respect the choice of individuals to:

- **Receive Marketing Communication:** Only receive marketing communication if explicit and specific prior consent has been provided.
- **Opt-Out:** No longer receive any marketing communication if a specific preference setting, an opt-out, or an objection has been received.

Ensure Data Quality

QRServes Global LLC collect, store, and ensure that personal data is not excessive but proportionate, relevant, up-to-date, and accurate for its intended purpose. We ensure that all data stored is up-to-date and accurate, and data is corrected and modified as required.

Safeguard the Use of Sensitive Personal Data

QRServes Global LLC recognize the particular sensitivity of certain categories of personal data that require a higher level of protection. Sensitive personal data includes information



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regarding an individual's physical/mental health, biometric and genetic data, religious and political opinions, racial or ethnic origin, trade union memberships, gender identity, sexual orientation, and criminal records. We collect and process sensitive personal data only when it is absolutely necessary and in either one of the following circumstances:

- **Explicit Consent:** Explicit consent to use the sensitive data has been given.
- **Legal Compliance:** Necessary to comply with employment laws or other statutory obligations.
- **Vital Interests:** To protect the vital interests of the individual, such as in a medical emergency.

Manage Data Responsibly and Securely

QRServes Global LLC adhere to appropriate technical and organizational security measures to protect personal data. This includes:

- **Security Measures:** Implementing proper security measures to ensure confidentiality, integrity, and availability of personal data.
- **Impact Assessments:** Conducting impact assessments to consider the risk to individuals whose personal data is stored.
- **IT Security and Procedures:** Adapting security measures to the data processing type and the nature of the data to be protected.

Notification of Data Breaches

QRServes Global LLC promptly inform individuals of any privacy breach that has compromised their personal data and report such incidents to the relevant authorities when required by applicable laws.



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Supplier and Partner Compliance

QRServes Global LLC ensure that our suppliers and partners adopt appropriate and equivalent security measures. Suppliers or subcontractors must fully comply with our data privacy policy and applicable data protection laws.

Employee Confidentiality

QRServes Global LLC restrict access to personal data to employees who are required to perform specific tasks. Relevant awareness and confidentiality training is provided to ensure personal data is not shared or disclosed to unauthorized persons.

Adequate Protection for International Transfers

QRServes Global LLC take steps to ensure the protection of personal data before its transfer. Personal data is transferred across national boundaries only when justified for business purposes and safeguards are in place to ensure continued protection.

Adherence to Data Controllers' Instructions

In addition to this policy, QRServes Global LLC comply with the guidelines and instructions of clients or third parties (data controllers) when processing personal data on their behalf.

Secondary Usage or Further Processing

QRServes Global LLC may use personal data for any secondary purpose or further processing if the new purpose is compatible with the original purpose, or obtain new consent or establish a new legal basis for any new purpose.

Storage Limitation

QRServes Global LLC store personal data only for the period of time required for its intended purpose. Specific retention policies define the period after which such data is to be deleted, destroyed, de-identified, or anonymized.



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Minimize Risk Impact to Individuals

QRServes Global LLC conduct data protection impact assessments if data processing is likely to present a high risk to individuals. These assessments are integral to the development of new services or business opportunities.

Changes to This Privacy Policy

QRServes Global LLC may update this Privacy Policy periodically to reflect changes in our practices or for operational, legal, or regulatory reasons. We will notify you of any significant changes by posting the new Privacy Policy on our QRServes Global LLC website and updating the effective date.

Contact Us

If you have any questions or concerns about this privacy policy or our data practices, please contact us at:

QRServes Global LLC

Email: info@qrserver.com

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The One Tower, TECOM, Shaikh Zayed Road,
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