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Yusuf A. Alghanim & Sons W.L.L., through its division Alghanim Travel ("**Alghanim Travel**", "**us**", "**we**", or "**our**"), owner of <http://www.alghanimtravel.com> website (or any successor site) (the "**Website**"), respects the privacy of its customer ("**you**" or "**your**"), and seeks to comply with applicable legal requirements in respect of data collection, processing and transfer. By using <http://www.alghanimtravel.com> or any services that we offer, you expressly consent to Alghanim Travel using and processing the personal information ("**Personal Data**") that you provide or that we collect as outlined in this Privacy Policy (the "**Privacy Policy**"). Your use of the Website is subject to your acceptance of the Terms and Conditions of the Website and this Privacy Policy. If you do not accept the Terms and this Privacy Policy, then you must discontinue your use of the Website.

The content of this Privacy Policy is as follows:

- 1. Personal Data we collect from you**
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1. Personal Data we collect from you

Your "Personal Data" means any information about you that you have given to us, in connection with a service or product offered whether through use the Website, by phone, in person or in writing. Personal Data may also include information that we collect through the Website or any other channel such email, social media, phone number, etc... We may also use cookies or similar technologies to collect website usage information as further detailed in section 9 hereof.

Personal Data that you provide us may include in particular:

- your name, address, phone number, e-mail address, billing and credit/debit/charge card information, order history, feedback, about your visits to and use of the Website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, and website navigation etc.)



- information relating to any transactions carried out between you and us on or in relation to the Website, including information relating to any purchases you make of any products or services that we may offer.
- information that you provide for registering with us.
- information that you provide to us for subscribing to the Website and the services that we offer, our e-mail notifications, and/or our newsletters.
- other information that you choose to send to us including feedback and reviews on any of our products or services.

2. How we use your Personal Data

We may use your Personal Data to register you with the Website and to administer and provide our products or services, as mentioned on the Website; fulfil our agreement of providing services or products to you, including their processing and obtaining payment and analyze and profile your shopping preferences (market, customer and product analysis etc.) to enable us to review, develop and improve the products and services we offer and to enable us to provide you and other customers with relevant information through our marketing programs.

We may use your Personal Data to make decisions about your using computerized technology, for example automatically selecting products or services which we think will interest you from the information we have. We may keep you informed of such products and services including special offers, discounts, offers, competitions and so on (including products and services of other companies and organizations) by e-mail, telephone (including automated calls), SMS text messages and other electronic messages such as picture messaging, post, fax or otherwise.

When you provide us with your information, you will be given the option to mention if you do not wish to receive information of such products and services from either us or carefully chosen third parties; and to administer any prize draws or competitions you may wish to enter.

We may supplement the Personal Data that you provide to us with information that we receive from third parties.

In order to protect our customers and us from fraud and theft, we may share all or any of the Personal Data that we obtain (for confirming identity and other information in our customer records), with other group companies/subsidiaries/affiliates of Alghanim Travel, other third parties, companies, retailers and to financial and other organizations (including law enforcement agencies) involved in fraud prevention and detection, to use in the same way.

All telephone calls (incoming/outgoing) may be recorded to verify content and may be used together with your records for regulatory compliance, quality control, and staff training, preventing, or detecting criminal activity and for complaint resolution.

3. Personal Data Sharing

While we will make every effort to safeguard and keep confidential the Personal Data provided to us, we might share your Personal Data with other group companies/subsidiaries/affiliates of Alghanim Travel and other third parties, companies, retailers and organizations whose services or products we provide to you through the Website, for the following reasons:

- to other companies and organizations to administer any prize draws or competitions.
- to our agents, staff and approved third parties to provide services for us.
- to anyone to whom we assign or transfer our rights and duties under our agreement with you.
- If we have a duty to do so or if the law compels us to do so either in connection with any legal proceedings or prospective legal proceedings; or in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

In carrying out the activities specified in this section, we may transfer your Personal Data to reputable organizations or companies outside Kuwait. We take steps to ensure that your Personal Data will be accorded the same level of protection as that required of us under applicable Kuwait law.

If Alghanim Travel is sold to a third party or Alghanim Travel otherwise becomes subject of a merger, consolidation or acquisition, it would become necessary for us to transfer your Personal Data to a third party, and in such case Alghanim Travel would require that the third party handles your Personal Data with no less care than taken by us.

By accepting the Privacy Policy, you explicitly grant Alghanim Travel the right to collect, store, retain, review, use, process internally or with third parties and transfer to their third parties service providers, any Personal Data that you submit for all Alghanim Travel business purposes, including without limitation marketing to you, answering your queries, considering your employment application, running data analysis, order fulfillment and other customer service provided to you and for administrative purposes and for accounting, tax and audit requirements. You certify that you submitted your Personal Data voluntarily and that such Personal Data is true, accurate, complete and up to date.

Your Personal Data may be shared with government authorities and/or law enforcement officials for the prevention or detection of crime, if required by law or if required for a legal or contractual claim.

4. Sensitive Data

To provide you with some of our products or services, we may need to collect and process sensitive personal information about you and others who are a party to the service or product.



We will only use sensitive personal data for the specific purpose for which you provide it. Please ensure that you only provide us with sensitive information about other people with their express agreement and notify them of the Privacy Policy as applicable to them.

We will never ask for sensitive information like your Credit or Debit Card Number, CVV, PIN, OTP, online passwords, etc. Please do not provide or share these details via emails/SMS or on calls received from individuals claiming to be from Alghanim Travel.

5. General Provisions

You have the option to receive a copy of your Personal Data that we retain about you. Provision of such Personal Data will be subject to receipt of a written request from you; and the supply of appropriate evidence of your identity (for this purpose, we will usually accept a certified photocopy of your passport or civil identification card plus an original of a utility bill showing your current address).

We may withhold such Personal Data to the extent permitted by law. You may instruct us not to process your Personal Data for marketing purposes by e-mail at any time. If you are concerned that any of your Personal Data that we hold is inaccurate, you shall Contact Us.

Our Website may contain links to other websites. Alghanim Travel is not responsible for the privacy practices of websites not operated by Alghanim Travel. We encourage users to read the privacy statements of each and every website that collects your Personal Data.

6. Data Retention

We keep your Personal Data to enable us to provide you with the services on the Website, in person or in writing, whilst you are an active user of our services or where required by law or to protect legal rights.

We always look to keep your Personal Data for the minimum time in line with data protection principles and our processes and in order to preserve the integrity of our databases, to carry out on-going services on your behalf, for research, analytics and statistics purposes and to ensure compliance with applicable laws and regulations, we retain your data for a reasonable length of time.

We may keep your Personal Data for longer if we cannot delete it for legal, regulatory or technical reasons.

7. Data Security

We make every effort to ensure that your Personal Data is secure on our system and our staff and third party service providers are aware of our security practices. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, we cannot guarantee the security of any data you transmit to us, and you do so at your own risk.



TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAWS, ALGHANIM TRAVEL DISCLAIMS AND EXCLUDES ALL WARRANTIES AND REPRESENTATIONS, EXPRESS, IMPLIED OR STATUTORY, WITH RESPECT TO THE APP OR AS A RESULT OF YOUR ENROLMENT IN MEMBERSHIP, OR WITH RESPECT TO THE ACCURACY, CURRENCY OR COMPLETENESS OF THE INFORMATION PROVIDED BY AILFR, INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF A PATENT, TRADEMARK OR OTHER INTELLECTUAL PROPERTY RIGHT. THE APP, INCLUDING, WITHOUT LIMITATION, ALL CONTENT, INFORMATION AND LINKS CONTAINED THEREIN, IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY THAT IT WILL BE UNINTERRUPTED OR ERROR-FREE. THIS EXCLUSION OF LIABILITY APPLIES TO ALL CAUSES OF ACTIONS, WHETHER BASED ON CONTRACT, WARRANTY, TORT OR ANY OTHER LEGAL THEORIES.

8. Cookies

New technologies are emerging on the Internet that help us deliver customized visitor experience. Alghanim Travel may use such new technologies, including cookies or other technologies, to remember your information when you use the Website. We may use such technologies for tracking activity on the Website, preparing reports, assessing trends, and otherwise monitoring the way in which the Website is being used. By accepting the Terms of use of the Website and this Privacy Policy, you confirm your consent to Alghanim Travel use of cookies, and other such technologies, for these purposes. If you do not wish to receive cookies, you may configure your Internet browser to erase all cookies from your computer's hard drive, block all cookies or to receive a warning before a cookie is stored.

9. Privacy Policy Amendment

We may change or update this notice from time to time. We will communicate these as appropriate – for example, by updating our Website. We encourage you to periodically review this privacy policy for the latest information on our privacy practice.

Any changes to our Privacy Policy will be posted on the Website and with respect to any Personal Data and other information we collect in the future from you, will become effective as of the date of posting (see date posted above). It is your responsibility to review the Privacy Policy from time to time to make sure you are aware of any changes. We may also notify you of changes to our Privacy Policy by e-mail.

10. Contact Us

If you have any comments or queries in connection with our Terms and/or Privacy Policy, you can Contact Us by clicking [here](#) and you will be directed to our Customer Service contact page or call +965 1802112 or via email at etravel@alghanimtravel.com.