

Privacy Policy

Effective Date: June 2, 2025 (Last Updated)

Introduction

TDXC Digital Solutions FZ-LLC (“**TDXC**” or “**we**”) is a Free Zone company registered in Ras Al Khaimah Economic Zone (RAKEZ), United Arab Emirates. We are committed to protecting your privacy and handling personal data in compliance with applicable laws. This Privacy Policy describes how we collect, use, store, and disclose personal information when you interact with us through our website or services. **Please note:** TDXC provides services on a business-to-business (B2B) basis only. We do not target or serve individual consumers, and all data we handle is in the context of B2B services and transactions.

Information We Collect

We only collect personal and business information that is necessary for the purposes described in this Policy. The types of data we may collect include:

- **Company and Contact Information:** Company name, and business contact details such as email address and telephone number of company representatives.
- **Technical Identifiers:** Information like your IP address and browser/device details collected when you visit our website or use our online services.
- **KYC and Verification Data:** Know-Your-Customer information required to verify identities and conduct due diligence (e.g. copies of identification documents, company registration certificates, proof of address, and other compliance-related data).
- **Communications Records:** Correspondence and records of interactions with us, including support chat logs, emails, or other communications.

If you choose not to provide certain information (for example, KYC documents), we may not be able to open or maintain your account or provide certain services.

How We Collect Data

We collect personal data through several methods, including:

- **Direct Submission:** Information you or your company provide through web forms on our site (such as account registration, contact or inquiry forms) and through documents or details you submit during onboarding.
- **KYC Processes:** During our internal KYC verification and account setup, our team will collect data by requesting required documents and information directly from you or via secure channels.
- **Communications:** Data from your interactions with us, for example when you engage with our support chat or email us, is logged and retained as part of our business records.
- **Transactions and Operations:** Information generated through business processes, such as details needed for invoicing and transaction monitoring, is collected during the course of providing our services.

We may also receive information from third-party sources (for example, verification service providers or public databases) as part of the due diligence and verification process, but only when legally permitted and with your knowledge.

How We Use Your Information

We use the collected information for the following purposes, strictly in connection with our B2B services:

- **Account Verification and Onboarding:** To verify your identity and your company's details (e.g. as part of KYC checks) and set up and maintain your account.
- **Compliance and Transaction Monitoring:** To monitor transactions and activity for fraud prevention, anti-money laundering (AML) checks, and other compliance requirements in line with UAE regulations and international best practices.
- **Service Delivery and Support:** To provide our services, respond to inquiries, and offer customer support and business assistance. For example, we use chat logs and emails to track issues and ensure you receive high-quality support.
- **Business Operations:** To facilitate administrative processes like generating invoices, processing payments, and maintaining accurate business records.
- **Legal Obligations:** To comply with applicable laws and regulations, such as financial record-keeping requirements and lawful requests from authorities.

We will not use personal data for any purposes that are incompatible with the above, and in particular we do **not** use your data for consumer marketing or any profiling outside the scope of providing our B2B services.

Cookies and IP Tracking

Our website uses cookies and similar tracking technologies to enhance user experience and gather analytics. Cookies are small text files placed on your device that help us recognize repeat visitors, remember preferences, and understand how our site is used. We also log IP addresses when you access our services, which helps us identify your general location (country or city level) and protect against unauthorized access.

Any information collected via cookies or analytics is used **only in aggregate form**, for statistical analysis and service improvement ebiz.rakez.com. This means individual users are not personally identified in our analytics reports. For example, we may monitor overall user trends on our website to improve navigation and content, but we do not profile individual browsing behavior.

You have control over cookies: most web browsers allow you to refuse or delete cookies. However, be aware that disabling certain cookies may affect functionality of our website (for instance, some parts of the site might not work properly if cookies are turned off). By continuing to use our website without disabling cookies, you consent to our use of cookies as described in this Policy.

Data Storage and Security

All personal data we collect is stored on secure servers **located in the United Arab Emirates**. We maintain data hosting within the UAE to comply with local data protection requirements and to ensure fast, reliable service for our clients. We have implemented appropriate physical, electronic, and managerial procedures to safeguard the information we collect ebiz.rakez.com. These measures include access controls to limit who in our organization can access your data, the use of encryption and firewalls to protect our IT systems, and regular monitoring for potential vulnerabilities.

While we strive to protect your data, please note that no method of transmission over the internet or electronic storage is completely secure. However, we continually update and review our security practices to mitigate risks and protect your personal information against unauthorized access, alteration, disclosure, or destruction.

International Data Transfers

In general, we store and process personal data in the UAE, and we do not routinely transfer your personal data to other countries. If you access our services from outside the UAE or if in

the future we need to transfer data to a service provider or affiliate in another country, we will ensure that appropriate safeguards are in place in accordance with **applicable data protection laws**. This means that, wherever your data is transferred, its privacy and security will be protected to a standard comparable to that provided under UAE law and (if applicable) other relevant regulations.

For example, if we transfer personal data out of the UAE or your home jurisdiction, we will do so only where: (a) the transfer is necessary to perform our contract with you or to fulfill your requested services; (b) the receiving country has been officially deemed to have an adequate level of data protection; or (c) we have put in place lawful transfer mechanisms such as standard contractual clauses or obtained your consent where required. By providing us with your information or using our services, you acknowledge that your data may be transferred to and stored in the UAE, and potentially to other jurisdictions as explained above, subject to these safeguards.

Data Sharing and Disclosure

TDXC respects the confidentiality of your personal data. **We do not sell, rent, or trade your personal information to any third parties.** We also do not share your information with third parties for their own marketing or advertising purposes. Your data is used solely for the business purposes outlined in this Policy, within the context of our relationship with you or your company.

There are limited situations where we may disclose or share personal data, strictly on a need-to-know basis and with appropriate safeguards:

- **Service Providers:** We may share information with trusted third-party service providers who perform functions on our behalf and under our instructions – for example, IT infrastructure hosts, cloud storage services, or identity verification services. In all cases, these providers are contractually required to protect your data and use it only for the purposes of providing services to TDXC.
- **Legal Requirements:** If we are compelled by law, regulation, court order, or regulatory authority to disclose certain data, we will comply with those legal obligations. For instance, we might have to share information with law enforcement or government regulators for compliance with anti-money laundering laws, tax regulations, or other legal requirements.
- **Business Transfers:** In the unlikely event that TDXC undergoes a significant business transaction such as a merger, acquisition, or sale of assets, personal data might be transferred to the new owner as part of that transaction. If this occurs, we will ensure the recipient agrees to protect your personal data in accordance with this Privacy Policy or obtain your consent where required.

- **With Your Consent:** We may share your information with third parties if you have expressly asked us to or given us your consent to do so for a specific purpose.

Aside from the cases above, **we will not disclose your personal information to outside parties without your prior authorization, unless required by law**webiz.rakez.com. In short, your data stays within TDXC and its controlled environment, except in the narrow circumstances described here.

Data Retention

We retain personal data only for as long as necessary to fulfill the purposes for which it was collected, or as required by law and regulatory obligations. Under UAE regulatory standards, business records and KYC data are generally kept for a minimum of five (5) yearstamimi.com. In line with this, TDXC will typically retain your company's account information, transaction records, and related personal data for **five years after the end of our business relationship or the date of the relevant transaction**, whichever is later. We may retain data for longer than five years if required to meet other legal obligations or if advised by regulators (for example, some financial and audit records might be kept for 5+ years under specific laws).

After the applicable retention period expires, or once we have no ongoing legitimate business need or legal requirement to keep the data, we will securely erase or anonymize your personal data. For example, we may remove identifying details from old chat logs or archive invoice data in a non-identifiable aggregate form. We continually review the data we hold and delete or de-identify information that is no longer needed.

Your Rights and Choices

We respect your rights to your personal data. Depending on the laws that apply to your situation, you may have the following rights:

- **Right to Access:** You can request information about the personal data we hold about you and obtain a copy of that data.
- **Right to Rectification:** If any of your personal data is inaccurate or incomplete, you have the right to ask us to correct or update it. We encourage you to keep your information up-to-date and will honor requests to rectify inaccuracies.
- **Right to Erasure:** You can request that we delete your personal data if it is no longer necessary for the purposes for which it was collected or if you believe it is being unlawfully processed. We will comply with deletion requests where possible, provided we have no legal obligation to retain the data.

- **Right to Withdraw Consent:** If we are processing your personal data based on your consent, you have the right to withdraw that consent at any time. For example, you may opt out of any optional data uses or marketing (though as noted, we do not use your data for marketing without your consent).
- **Other Rights:** In certain cases, you may have additional rights such as the right to restrict processing, the right to object to certain processing (for instance, if you object to direct marketing or certain types of data analytics), and the right to data portability (to receive your data in a structured, commonly used format). These rights will depend on the applicable data protection law.

To exercise any of these rights, please contact us using the contact information provided below. For security reasons and to prevent unauthorized access, we may ask you to verify your identity before fulfilling your request ebiz.rakez.com. We will respond to legitimate requests within the timeframe required by law. Please note that these rights are not absolute – for example, we might not be able to delete your data immediately if we are required to keep it for legal compliance (in such case, we will inform you of the reason).

Legal Basis for Processing

Our processing of personal data is justified by one or more legal bases under applicable data protection laws. Those bases include:

- **Consent:** In certain situations, we rely on your consent to process personal data. For example, we will obtain your consent for optional data collection (such as when you agree to the use of non-essential cookies) or when you voluntarily submit information via our website forms. You have the right to withdraw your consent at any time, as described above.
- **Contractual Necessity:** Most of our data processing is necessary to enter into or perform our contract with your company. When you engage TDXC's services (or take steps to do so), we must process certain personal data to fulfill our obligations – such as verifying your identity, providing the requested services, delivering support, and issuing invoices. This processing is based on the need to perform the agreement between you/your company and TDXC.
- **Legal Obligation:** In some cases, we process data because it is required by law or regulation. For instance, we are legally obliged to conduct KYC checks and maintain transaction records under anti-money laundering laws. We will only process the minimum necessary data to comply with such obligations.
- **Legitimate Interests:** We may also process your data as necessary for TDXC's legitimate business interests, provided such processing does not override your rights

and freedoms. For example, maintaining security logs and improving our services can be considered our legitimate interests. If we rely on this basis, we will ensure there is a fair balance between our interests and your privacy rights.

If you have questions about the legal basis of how we process your personal data, feel free to contact us for more information. In all cases, we ensure that we have a valid legal ground to collect and use personal information as required by applicable law (including the UAE's data protection regulations and, where applicable, laws such as the EU General Data Protection Regulation for any EU personal data we might handle).

Changes to this Privacy Policy

We may update or revise this Privacy Policy from time to time to reflect changes in our practices or applicable law. When we make changes, we will update the “**Last Updated**” date at the top of this Policy. If changes are material, we may also provide a more prominent notice (such as by posting a notice on our website or notifying clients via email). We encourage you to review this Policy periodically to stay informed about how we are protecting your information. Your continued use of our services or website after any changes to this Policy constitutes your acceptance of the updated terms.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of personal data, please contact us at:

Email: legal@tdxc-official.com

Address: TDXC Digital Solutions FZ-LLC, Ras Al Khaimah Economic Zone (RAKEZ), Ras Al Khaimah, UAE.

We will be glad to assist you and will respond to your inquiries as soon as reasonably possible. If you contact us to exercise any of your data protection rights, please provide sufficient information for us to verify your identity and understand your request.

Thank you for trusting TDXC with your business information. We value your privacy and will continue to ensure that your personal data is handled safely and lawfully.