



PRIVACY POLICY



1. INTRODUCTION

ARKA Distribution ("we," "our," or "us") values the privacy and confidentiality of the personal and professional information entrusted to us. This Privacy Policy outlines how we collect, use, disclose, and safeguard data in compliance with applicable laws and regulations in the United Arab Emirates, the Republic of India, and relevant international privacy frameworks such as the EU General Data Protection Regulation (GDPR), where applicable.

2. Scope

This Privacy Policy applies to all business and personal data collected by ARKA Distribution through its website (www.arkadistribution.com), digital communications, and in the course of providing goods and services to clients and business partners across jurisdictions including the UAE, India, and other applicable regions.

3. Categories of Data Collected

We may collect and process the following categories of information:

- Identification and contact information (e.g., name, company name, email address, telephone number)
- Commercial and contractual details (e.g., purchase orders, invoices, bank details)
- Communications and correspondence history
- Website usage and technical data through cookies and analytics technologies

4. Legal Basis for Processing

We process your data on one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate business interests
- Consent, where explicitly provided

5. Purpose of Data Processing

We use your information to:

- Execute business transactions, including quotations, billing, and delivery
- Respond to queries, provide support, and maintain business relationships
- Meet statutory and compliance obligations under UAE, Indian, and other regulatory frameworks
- Improve and manage our website functionality and content delivery



6. Data Disclosure

Your data may be disclosed to:

- Authorized service providers for hosting, logistics, finance, compliance, or IT support
- Legal and regulatory authorities in accordance with UAE and Indian law
- Affiliates and business partners, where contractually required and legally permissible We do not sell or lease your data to third parties.

7. International Transfers

Where data is transferred across borders, we ensure appropriate safeguards are in place including data processing agreements, standard contractual clauses, and adherence to legal frameworks in the originating and receiving jurisdictions.

8. Data Retention

We retain your data for the duration necessary to fulfill the purposes described in this policy or as required under applicable laws (e.g., tax, regulatory, statutory retention obligations under UAE FTA and Indian IT Act).

9. Security Measures

We implement commercially reasonable physical, technical, and administrative safeguards to protect your information from unauthorized access, misuse, loss, or destruction in accordance with best industry practices and applicable data protection laws.

10. Rights of the Data Subject

Subject to the applicable law, you may exercise the following rights:

- Right to access and obtain a copy of your personal data
- Right to rectification of inaccurate or incomplete data
- Right to erasure, restriction, or objection to processing in certain circumstances
- Right to data portability where feasible Requests may be submitted by contacting compliance@arkadistribution.com . We may require verification of identity prior to processing certain requests.



11. Use of Cookies and Similar Technologies

Our website uses cookies and tracking technologies to enhance functionality, analyze usage, and personalize content. You may control cookie settings via your browser preferences. Consent is obtained where required under applicable law.

12. Third-Party Websites

Our website may contain links to third-party websites not controlled by ARKA. We are not responsible for the content or data handling practices of such websites. Users are advised to review the privacy policies of third-party sites before providing any personal data.

13. Children's Data

Our services and website are intended solely for individuals above the age of 18. We do not knowingly collect personal data from minors. If such data is discovered, it will be deleted promptly.

14. Policy Revisions

We reserve the right to amend this Privacy Policy at any time in response to legal, regulatory, or operational changes. Updates will be published on our official website with the revised effective date.

15. Contact Details

For inquiries or concerns related to this policy or your data, please contact ARKA Distribution at compliance@arkadistribution.com

16. Governing Law and Jurisdiction

This Privacy Policy is governed by the laws of the United Arab Emirates and the Republic of India. Any disputes arising out of or related to this policy shall be submitted to the exclusive jurisdiction of the courts of Dubai or New Delhi, depending on the location of the data processing activity.