

Privacy Policy

Last updated: September 2026

Customer Data & Handling

BlueEdge Technical Services LLC (“BlueEdge”, “we”, “us”, or “our”) respects your privacy and is committed to handling personal data responsibly and in accordance with applicable UAE data protection legislation, including Federal Decree-Law No. 45 of 2021 concerning the protection of personal data.

1. Information We Collect

The purpose of this contract is to provide preventive and corrective maintenance for the air conditioning systems listed under this agreement. Depending on your interaction with BlueEdge, we may collect:

- name and contact details;
- telephone number, email address and correspondence;
- property, building and service location details;
- information submitted through website forms, WhatsApp, telephone or email;
- quotation, booking, service and maintenance information;
- billing, invoicing and payment information;
- photographs or videos reasonably required to document site conditions or completed works;
- customer signatures and service completion acknowledgements;
- complaints, feedback and customer-service records;
- technical information relating to website usage, including IP address, browser and device information; and
- marketing preferences and consent records.

2. How We Use Your Information

We may process personal information to:

- respond to enquiries and quotation requests;
- schedule and perform maintenance and technical services;

- communicate regarding appointments, quotations and works;
- manage AMCs and customer relationships;
- prepare quotations, invoices and payment records;
- process payments;
- procure materials and coordinate subcontractors or specialist service providers where required;
- manage warranties, complaints and after-sales service;
- comply with accounting, tax, regulatory and legal obligations;
- protect our legal rights and prevent fraud;
- improve our website and services; and
- send marketing communications where permitted and subject to applicable consent and opt-out requirements.

3. Marketing Communications

Where required by applicable law, promotional or marketing communications will only be sent with the appropriate consent.

You may withdraw your marketing consent or opt out of marketing communications at any time by contacting info@blueedgetechserve.com or using any unsubscribe facility provided.

Withdrawal from marketing will not prevent BlueEdge from sending operational communications necessary to perform an existing service or contract.

4. Sharing of Information

We may disclose personal information where reasonably necessary to:

- BlueEdge employees and authorised personnel;
- subcontractors and specialist service providers involved in providing requested services;
- payment processors and financial institutions;
- IT, hosting, CRM, accounting and business-support providers;
- professional advisers, auditors and insurers;
- building management or property-management entities where necessary for the service; and

- government, regulatory or law-enforcement authorities where required by law.

BlueEdge will not sell or commercially disclose personal data to unrelated third parties for their independent marketing purposes without obtaining any consent required under applicable UAE law.

5. Payment Information

Where online card payments are available, payment transactions may be processed through third-party payment gateways.

BlueEdge does not intentionally store complete payment-card details on its website where payment information is processed directly by the authorised payment provider.

6. Data Security

BlueEdge implements reasonable administrative, organisational and technical measures designed to protect personal information against unauthorised access, disclosure, alteration, loss or misuse.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

7. Data Retention

Personal information will be retained only for as long as reasonably necessary for the purposes for which it was collected and to satisfy applicable legal, tax, accounting, warranty, contractual and regulatory requirements.

Information that is no longer required will be deleted, anonymised or otherwise handled in accordance with applicable law.

8. International and Third-Party Processing

Certain technology, hosting, cloud, payment or other service providers may process information outside the UAE.

Where personal data is transferred internationally, BlueEdge will take appropriate measures required under applicable UAE data-protection law.

9. Your Rights

Subject to applicable UAE law, you may have rights relating to your personal data, including rights to:

- obtain information regarding processing of your data;
- request access to or transfer of personal data;
- request correction of inaccurate information;
- request deletion where legally applicable;
- restrict or object to certain processing;
- object to direct marketing; and
- withdraw consent where processing is based on consent.

Requests may be submitted to info@blueedgetechserve.com.

10. Cookies

Our website may use cookies and similar technologies necessary for website functionality, security, analytics and, where applicable, marketing.

Where consent is legally required for non-essential cookies, users will be provided with an appropriate choice through the website's cookie-management mechanism.

11. Third-Party Websites

Our website may contain links to third-party websites or services. BlueEdge is not responsible for the privacy practices or content of independent third-party websites.

12. Changes to this Policy

We may update this Privacy Policy periodically. The latest version will be published on our website together with the date of the latest revision.

13. Contact Us

Questions, requests or complaints regarding privacy may be directed to:

BlueEdge Technical Services LLC

Shop 135, BLD – Nad Al Hamar Real Estate

Dubai, United Arab Emirates

Telephone: +971 52 516 0910

Email: info@blueedgetechserve.com

Website: www.blueedgetechserve.com