



## Privacy Policy

Effective Date: 10 July 2024

### **TABIE COMPANY FOR SPECIAL SOFTWARE DESIGN AND PROGRAMMING LLC**

This Privacy Policy (hereinafter referred to as the "Policy") stipulates the handling of information ("User Information") to be obtained by TABIE COMPANY FOR SPECIAL SOFTWARE DESIGN AND PROGRAMMING LLC ("Tabie") when users ("Users") use the application for smart devices provided by TABIE COMPANY FOR SPECIAL SOFTWARE DESIGN AND PROGRAMMING LLC ("Tabie App", "Application").

#### **Information Collection, Purpose, and Method**

Information Acquisition: When Users engage with the Application, Tabie automatically collects User Information through the Application or during the registration and login processes.

#### **User Information:**

- Personal details such as including the first name, last name, email, phone number, user-created password, and birthday, and if it is a company, include the company name and the commercial license, and company logo, and company location.
- Terminal ID information, including unique terminal identification numbers and terminal identification IDs.
- Usage information related to the app, encompassing usage status, operational status, display screen, and app usage history.

#### **Purpose of User Information Use:**

- Utilize the acquired User Information for essential services provided by the Application.
- Conduct research and analysis to enhance and optimize the services.
- Address inquiries and requests from Users effectively.
- Offer dedicated customer support, providing information and assistance regarding service usage.
- Facilitate targeted advertising delivery through trusted advertising distributors.
- Employ User Information for purposes directly aligned with those stated above.

#### **Consent Procedure**

By utilizing the Application, Users are implicitly providing their consent to abide by all terms outlined in the Privacy Policy.

#### **Realtime Database**

The Application utilizes Google Cloud Firebase's Realtime Database to store and manage user-related data securely.

The Application relies on an internet connection to retrieve User data and update the homepage with new promotional offers or advertisements. In the event of User interaction with an advertisement, a signal is transmitted to inform the company of the engagement without disclosing the User's identity, only providing the count of engagements and clicks with the advertisement.

## **Payment Gateway**

Table utilizes third party companies to handle payment gateways. Users are advised to read the Privacy Policy of the specific Payment Gateway Company affiliated with Table.

## **Refunds and Reimbursements**

Once a User submits a payment within a Table App, refunds and reimbursements are valid in accordance to the Laws of The State of Kuwait. Users are encouraged to contact Table with provided evidence for eligibility to be reimbursed. Table holds a strict policy for refunds and reimbursements. Users are required to contact Table and request for a refund or reimbursement with evidence in order for the request to be valid following the Laws of The State of Kuwait deemed valid by Table.

## **Data Transmission and Provision to Third Parties**

- **Data Transmission and Storage:**  
User Information obtained will be securely transmitted and stored within Table's infrastructure, including Google Cloud Firebase's Realtime Database servers, strictly for the intended purpose of service provision.
- **Storage Within User Terminals:**  
In cases where the Application's nature and service requirements do not necessitate external data transmission, User Information will be stored exclusively within the Users' smart device terminals, referred to hereafter as "Terminals."
- **Provision to Third Parties**  
Table is committed to safeguarding User Information and will partially disclose or provide it to third parties with the Users' explicit consent, except in the following scenarios:
  - Information Handling Entrustment:  
When necessary to fulfill the intended purpose, Table may entrust the handling of User Information, in part or whole, to relevant parties.
  - Protection of Life, Body, or Property:  
In circumstances where providing personal information is crucial to safeguard an individual's life, body, or property, and obtaining Users' consent is challenging.
  - Legal Compliance and Cooperation:  
When cooperation with state or local government entities, or their authorized representatives, is mandated by laws and regulations, and securing Users' consent could impede their lawful duties.
  - Exceptional Circumstances and Social Standards:  
In extraordinary situations where Table deems disclosure necessary in alignment with accepted social standards, and obtaining Users' consent proves difficult.

## **Storage**

The Application uses Google Cloud Firebase Storage to store images and other media uploaded by users. These files are stored securely in Google's Cloud Servers to ensure accessibility and reliability. This may also include storing other data from the phone, as necessary, to enhance user experience based on Google's requirements.

The Application may utilize cloud services or integrate external programs to enhance functionality. Users acknowledge that by utilizing these features, they are subject to the terms and conditions of the respective service providers. It is recommended that Users review and comply with the terms and conditions of such services for a comprehensive understanding of their usage within the Application.

## **Media Storage**

For the purpose of prioritizing the privacy and security of user-uploaded photos:

- User Consent: When users accept Tabie's Privacy Policy, explicit consent is acknowledged towards accessing and uploading media from their devices.
- Encryption: All media uploaded to Google Cloud Firebase Storage are encrypted to ensure data security and confidentiality. Please refer to the Google Firebase Privacy Policy for additional information.
- Access Control: Access to stored media is strictly controlled, and only authorized personnel have access to them for maintenance and support purposes.
- Data Retention: User-uploaded media are retained for the duration necessary to fulfill the purposes outlined in this policy. Users can request the deletion of their uploaded media in accordance with applicable laws. Upon deletion of a file from the Tabie App, Google Firebase observes a 180-day data retention period as stipulated in the Google Firebase Privacy Policy.

## **Phone Biometrics and Other Data**

Employing phone biometrics and any data stored on the phone enhances user authentication, bolstering security and personalization within the Application while adhering to relevant privacy laws and regulations.

## **Sharing User Information Internally**

Tabie may share User Information with affiliated Tabie group companies to enhance service efficiency.

## **Information Acquisition and Purpose**

When Users use the Application, Tabie automatically collects personal details, terminal ID information, and usage data. This information is utilized to:

- Provide essential services
- Improve service quality through research and analysis
- Address User inquiries and offer customer support
- Deliver targeted advertising
- Serve purposes related to the above objectives

## **Links to External Sites**

The Application may contain links to external websites or links to other apps (i.e. social media platforms). And therefore, the Application is not responsible for the content or privacy practices of these external sites or social media platforms. Users are encouraged to read the privacy policies of these sites and apps.

## **Information Collection Module and User Involvement**

### **Information Collection by Advertising Providers**

By accepting Tabie's Privacy Policy, the User acknowledges that their collected data may be shared with Advertising providers if an advertising provider is compliant with Tabie's Privacy Policy.

### **Users have the ability to:**

- Modify, or delete part or all of their User Information through the Application.
- Request suspension by notifying Tabie through Contact Information for Inquiries Relating to Personal Information.

### **Termination of Services and Data Handling**

Upon User deletion (uninstallation) of the Application, User Information stored in the Terminal will be deleted during a certain timeframe. Information stored on within Google's Cloud Server is discarded during routine maintenance. Note: Google Firebase observes a 180-day data retention period as stipulated in the Google Firebase Privacy Policy and if uninstallation is done without using the app's deletion function, or if the Terminal is replaced or discarded, stored User Information is not deleted.

In the event of terminating the Application, Tabie will dispose of User Information stored on the server after a designated period. However, User Information saved in the Application and the Terminal will not be deleted in this case.

### **Contact Us**

For any questions regarding this Privacy Policy, the practices of this App, or your interactions with it, please reach out to us as provided in the Contact Information for Inquiries Relating to Personal Information section.

Users can submit complaints and inquiries regarding the handling of Personal Information associated with the Application via email or website. Refer to the "Contact Information for Inquiries Relating to Personal Information" section for detailed contact instructions.

### **Amendment of Policy**

Tabie reserves the right to update this Privacy Policy at any time. Users are encouraged to check this page for any changes. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of any modifications.

Tabie reserves the right to modify this Policy in its sole discretion without prior notice to accommodate changes in the Application, version upgrades, or other circumstances. Any modifications to this Policy will be promptly displayed on the Application's screen.

In the event of alterations in the acquisition of User Information, additions, changes in purpose of use, or provision to third parties due to an Application version upgrade, Users will be notified of such changes via the Application's screen.

Continued use of the Application and its services after such modifications will constitute your consent to the changes made in the Policy.

### **Language, Jurisdiction, and Applicable Law**

This Policy is legally valid and enforceable in both English and Arabic languages. In the event of any conflict or discrepancy between the English and Arabic versions, the English version will prevail.

Force Majeure: Tabie will not be considered in default or liable for any delay or failure to perform under this Policy resulting directly or indirectly from acts of nature, forces, or causes beyond their reasonable control, including but not limited to acts of God, fire, flood, epidemic, earthquake, explosion, governmental actions, war, invasion, or any other unforeseeable event constituting force majeure.

Jurisdiction: Any dispute arising from or related to this Policy will be subject to the exclusive jurisdiction of the competent courts located in The State of Kuwait.

Applicable Law: This Policy will be governed and construed in accordance with the laws of The State of Kuwait, without regard to its conflict of law principles.

### **Compliance with Laws & Regulations**

In the absence of specific coverage within this Privacy Policy, all unaddressed aspects will automatically fall under the regulatory framework governed by the Communications and Information Technology Regulatory Authority (CITRA) and other applicable laws and regulations in The State of Kuwait.

### **Contact Information for Inquiries Relating to Personal Information**

- TABIE COMPANY FOR SPECIAL SOFTWARE DESIGN AND PROGRAMMING LLC
- Address: Basement Office 46, Al-Awadhi Tower 1, Ahmad Al Jaber St, Kuwait City
- Contact: +965 58888055
- Email: [info@tabiekw.com](mailto:info@tabiekw.com)
- Website: [www.tabiekw.com](http://www.tabiekw.com)