

Privacy Policy

Document Control

Version: 1.0

Effective Date: 1st Jan 2026

Approval Status: Approved by Management Team

Next Review Date: 1st Jan 2027

Section 1: Policy Governance & Commitment

1.1 Policy Status & Scope

This Privacy Policy outlines how we collect, uses, discloses, and safeguards your information when you visit our website or use our services & products. This policy applies to all external visitors, clients, and users.

1.2 Periodic Review for Continuing Suitability

To ensure this policy continuously aligns with shifting global data protection regulations (such as GDPR, CCPA, and regional frameworks) and our evolving technical architecture, it is evaluated at periodic intervals:

- **Scheduled Review:** Annually.
- **Triggered Review:** Automatically updated if we integrate new third-party tracking tools, scale our data infrastructure, or alter our commercial data practices. Any material changes will be signalled by updating the "Effective Date" above.

Section 2: Data Collection, Processing, and Rights

We believe in radical data minimization: we only collect the bare minimum information required to deliver our services, communicate with you, and keep our platform secure.

2.1 Information We Collect

- **Voluntary Information:** Name, email address, company name, and phone number when you fill out a "Contact Us" form, subscribe to a newsletter, or request a product demo.
- **Automated Information:** IP addresses, browser types, operating systems, referring URLs, and basic interaction data collected via essential cookies to optimize website performance.

2.2 How We Use Your Information

- To provide, maintain, and optimize our website and user experience.
- To respond directly to your inquiries, support tickets, or demo requests.
- To monitor and detect fraudulent activity, security vulnerabilities, or policy violations.

2.3 Data Sharing and Third-Party Disclosures

We do not sell, rent, or trade your personal data to third parties for marketing purposes. We only share data with trusted service providers who help us run our business (e.g., cloud hosting providers, email delivery platforms), all of whom are legally bound by strict data confidentiality agreements.

2.4 Data Retention Boundaries

We only retain personal data for as long as necessary to fulfil the operational purposes outlined in this policy, or to comply with explicit legal, tax, or regulatory reporting requirements.

2.5 International Data Transfers

If you are accessing our website from outside our primary server locations, your data may be transferred across international borders. We ensure all such transfers comply with recognized legal safeguards (such as Standard Contractual Clauses).

2.6 Your Privacy Rights

Regardless of your geographic location, we provide you with control over your data. You may contact us at any time to exercise the following rights:

- **Access & Portability:** Request a copy of the personal data we hold about you.
- **Correction:** Request that we fix inaccurate or incomplete information.
- **Erasure ("Right to be Forgotten"):** Request that we permanently delete your personal data from our systems.

Section 3: Data Management & Contact Matrix

For any privacy-related requests or clear transparency regarding your data, the following operational matrix applies:

Data Subject Request	Processing Timeline	Primary Action Taken	Verification Method
Data Access / Portability Request	Within 30 days	Secure digital export of user file	Identity verification check
Data Deletion / Erasure Request	Within 30 days	Hard deletion from production databases	Written confirmation to user
Privacy Inquiries & Complaints	Within 5 business days	Escalated directly to Company Founders	Signed resolution log

Section 4: Contact Our Data Team

If you have any questions, concerns, or wish to exercise your data privacy rights under this policy, please reach out to our designated management team:

- **Email:** privacy@newformtech.ai
- **Mailing Address:** Newform Technologies FZCO
Incorporated in Dubai, United Arab Emirates
Registered Office: IFZA Business Park, DDP, Premises 001-48326,
Makani No. A1-3641379065, UAE