

## Privacy Policy

We, United Fidelity Insurance Company PSC (“**Fidelity United**”) adheres to the applicable legal and regulatory data protection requirements.

Your privacy and security is very important to **Fidelity United**.

Fidelity United will record and track the use you make on Fidelity United Site. Any use of Fidelity United Site is subject to **Fidelity United**'s Privacy Policy. You should read it in full. If you do not indicate your acceptance of the terms of the Privacy Policy, you may not use Fidelity United Website.

### **Collection , processing and Disclosure of Personal Data**

This privacy policy (“**Privacy Policy**”) sets out the basis on which any confidential, personal and sensitive information, (**Personal Data**), **Fidelity United** collects from its customers, visitors and users by accessing any of **Fidelity United**'s channels, products, software, Portals, Social media, sending emails, WhatsApp, sending SMS, or any other electronic or web-based services including downloading or filling or submitting any forms (proposal/claims etc.) (**Fidelity United Site**). Please read the following carefully to understand our policy regarding your Personal Data and how will be treated.

Fidelity United takes your privacy very seriously and wants you to feel comfortable whenever you visit Fidelity United Site or provide Fidelity United with your Personal Data. If you do not accept the terms of this Privacy policy, then you must stop using or accessing Fidelity United Site.

By accessing any of Fidelity United Site, you hereby accept this “**Privacy Policy**” and you hereby give us your **unconditional consent** in order to:

1. Contact you anytime, through any means (email, SMS, phone, etc.) and for any reason including for promoting our products;
2. Collect, process and store your information including any confidential, personal and sensitive information ( **Personal Data**) which you will provide/provided to us (including by way of cookies) for the time period as required by us;
3. Transfer your **Personal Data** including but not limited to third party administrators, medical providers, brokers, agents, service providers , loss adjustors, lawyers, etc (**Third Party Partners**), whether inside or outside the UAE;
4. Use your **Personal Data** as required by us for evaluating/ underwriting/ issuing/ administering/ processing your policy/claims etc;
5. Disclose your **Personal Data** to Third Party Partners as required to issue/ underwrite/ administer / process your policy/ claims, etc. within or outside the UAE.
6. Disclose and/or report your personal information to legal/regulatory agencies/bodies if and as required by law.

Fidelity United may collect additional information from you in relation to promotions that Fidelity United runs, and any information you provide when corresponding with Fidelity United.

Fidelity United does not disclose this information to third parties except as required to provide service(s) to you, to carry out the transaction(s) you have requested, to operate the Fidelity United Site, or as required by law or any court of competent jurisdiction.

### **Protecting Your Personal Data**

The transmission of information via the internet is not completely secure. However Fidelity United will do its best to protect your personal data, Fidelity United cannot guarantee the security of your data transmitted to the Fidelity United Site. Any transmission of data is at your own risk.

We recognize industry standards to protect your Personal Data and to prevent unauthorized access to that information.

Fidelity United does not disclose your Personal Data to third parties except as required to provide service(s) to you, to carry out the transaction(s) you have requested, to operate the Fidelity United Site, or as required by law or any court of competent jurisdiction.

Your Personal Data will be at all times treated in accordance with the applicable UAE Laws.

For the avoidance of any doubt, where you have not yet appointed us as your insurer, but in contemplation of such a possible appointment you pass to us information an **Personal Data** which is proprietary and/or confidential to you, the provisions of this section shall apply as regards of such information.

### **Access to and correction of your Personal Data**

You have the right to access and request correction of information held about you by contacting Fidelity United directly using the contact details given below. You may request that Fidelity United correct any erroneous Personal Data that Fidelity United holds about you.

Accordingly, You will ensure that all Personal Data provided to us is accurate and, where appropriate, kept up to date, and you will notify us if you become aware that such data is inaccurate.

You will provide us with reasonable assistance, upon request, in dealing with any requests, inquiries or complaints that we receive from data subjects and/or supervisory authorities in relation to any Personal Data processed.

### **Variation**

This Privacy Policy is subject for updates from time to time. We therefore ask you to review our Privacy Policy on regular basis.

Your continued use of Fidelity United Site will be considered as an acceptance for any changes to this Privacy Policy.

### **Contact**

Any questions regarding this Privacy Policy should be addressed to:

#### **Fidelity United:**

P.O. Box: 1888  
Dubai, UAE  
Toll Free: 800 842  
E-mail: [info@fidelityunited.ae](mailto:info@fidelityunited.ae)

### **Links to External Sites**

This Privacy Policy only applies to the Fidelity United Site. This Privacy Policy does not apply to any other website that you connect to from the Fidelity United Site. You should read their privacy policies to understand how they manage personal information.

### **Cookies**

We use cookies to help us understand relevance of content and ease of use on our Site. This ensures that you receive the best possible user experience. By continuing to use this Site, you consent to our use of these cookies.