



## Privacy Policy

### PRIVACY POLICY

This Privacy Policy explains how [ABD Auto Services ] ("we", "us", or "our") collects, uses, discloses, and protects the personal information you provide through the [ABD Auto Services] mobile application (the "App").

#### 1. INFORMATION WE COLLECT

Your consent, which you provide when you use the App, create an account, or voluntarily submit your data (e.g., for booking or inquiries);

We collect and process your personal information based on one or more of the following legal grounds:

- Personal Identification Information (name, phone number, email address);
- Vehicle details (make, model, license plate);
- Booking history and preferences;
- Payment information (processed securely through third-party providers);
- Device and usage data (device type, OS, app usage behavior).

#### 2. HOW WE USE YOUR INFORMATION

We use your information to:

- Provide and improve our services;
- Process bookings and payments;
- Communicate with you about your appointments;
- Send notifications and reminders;
- Respond to inquiries and support requests;
- Comply with legal obligations.

#### 3.SHARING OF INFORMATION

We do not sell or rent your personal information.

We do not transfer your personal data outside the United Arab Emirates. All personal information collected through the App is stored and processed on secure servers located within the UAE.

We ensure that our infrastructure, data hosting, and processing activities remain fully compliant with applicable UAE data protection regulations and do not involve any cross-border data transfers.

We may share your information with:

- Third-party service providers (e.g., payment processors);
- Law enforcement or government agencies when required by law.



#### **4. DATA SECURITY**

Our legitimate interests, such as improving our services, ensuring security, and providing customer support;

Compliance with legal obligations, such as fulfilling tax, anti-fraud, or regulatory requirements under applicable UAE laws.

#### **5. YOUR RIGHTS AND CHOICES**

You have the right to:

- Access, correct, or delete your personal data;
- You have the right to withdraw your consent at any time where processing is based on consent, without affecting the lawfulness of processing based on consent before its withdrawal;
- Opt out of marketing communications.

#### **6. DATA RETENTION**

We retain your information as long as necessary for the purposes outlined in this policy, or as required by law.

#### **7. CHILDREN'S PRIVACY**

Our App is not intended for children under the age of 16. We do not knowingly collect personal information from children.

#### **8. CHANGES TO THIS POLICY**

We may update this Privacy Policy from time to time. We will notify you of any significant changes through the App or by email.

#### **9. CONTACT US**

If you have any questions about this Privacy Policy or your personal data, please contact us:

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