

Privacy Policy

RETAL International Company, the owner of **EZHAL App**, respects your privacy and seeks to comply with applicable legal requirements in connection with the collection, processing and transfer of data by using EZHAL App or its services (and thereby agreeing to the Terms of Use), you agree that RETAL uses your global information, as described in this Privacy Policy. Your use of EZHAL App is subject to your acceptance of the terms of use of this application and this Privacy Policy. If you do not accept them, you must stop using any of the Application Services.

We are committed to maintaining the privacy of registered members and visitors who use or visit **EZHAL App**. We hope that this statement will explain how your data, including your personal data and information, will be used during the application.

The information that will be collected for us is an important part of our work and we are not going to arrange to sell it as this is not considered our field of work. We share the information we collect as described below with affiliates of RETAL International which are either subject to this Privacy Policy or at least follow preventive practices such as those described in the privacy clause.

*** Collection and use of personal information**

1. By using the EZHAL App, you will provide us with certain information as described below, which is referred to as "personal information", which we may collect, store and use to provide services and perform contractual and other obligations such as allowing us to understand our users and improve our user experience and performance.
2. Personal information will vary as follows:
 - Information about your name, address, telephone number, e-mail address, invoices and information about applications executed from the application statement, dates, discounts given, information about your visits and use of EZHAL App including geographical application, Version, operating system, referral source, visit duration, page count, etc.)
 - Information relating to any transactions between you and us or in connection with the EZHAL App including information relating to any of your purchases from the Implementing Services
 - The information you provide when registering as a registered user
 - The information you provide to us to subscribe to EZHAL App services such as email shortcuts, newsletters and more
 - Any other information you choose to send us, and opinions including reviews about the services
3. We may use personal information that you provide or have obtained from us:
 - To register on EZHAL App and manage and provide our services as mentioned in EZHAL App.
 - In order for us to agree to provide services to you including those related to the purchase and processing of products and to obtain the amounts to be paid

- Analyze and understand your personal shopping preferences to enable us to review, develop and improve our services and provide information relevant to you and our other customers through our marketing programs.
- We may use your personal information to make a decision about the use of automated technology, for example automatic selection of services and products that we believe are of interest to you through your information, knowing that we may keep you informed of such services and products, including offers and competitions through any of the following methods:
 - e-mails
 - Text messages
 - Mail
 - Fax
 - Phone
 - and other methods
- To manage any draws on prizes or contests you may wish to participate in.

4. We may add your personal information to information we receive from third parties

*** Prevent cheating**

5. In order to protect our customers and protect us from fraud and theft, we may share all or any of the personal information we obtain (for example, to confirm identity and other information in customer records, including managing your account), with other Retail Subsidiaries and other third parties, financial institutions and others, including law enforcement agencies involved in the prevention of fraud and the detection of offenders.

*** Phone calls**

6. All telephone calls (incoming / outgoing) may be recorded to verify the content, and can be used in conjunction with your data for purposes of regulatory compliance, quality control, prevention or detection of criminal activity and problem solving.

*** Detect your information**

7. Within the framework of all necessary efforts to protect and protect the confidentiality of the information provided to us, we may share your personal information with other companies or affiliates of RETAL International and other parties, companies, retailers and organizations that provide us with products and services that we provide you through the application for the following reasons:

- For companies and other organizations with the aim of making any draws on prizes or competitions

- Our agents, employees or third parties provide services to us
 - Any person we appoint or transfer our rights and duties as stipulated by our agreement with them
 - if we have to do so, or if the law compels us to do so either by taking any future legal or legal action, or from any residence, exercise or defense of our legal rights (including providing information to others for the purpose of fraud prevention and risk reduction Credit).
8. If RETAL is sold to a third party, or otherwise RETAL becomes a merger, association or acquisition, it becomes necessary for us to transfer personal information to a third party. RETAL in such case requires that the third party handles your personal information in the same way as we provided to you.

*** Cookies**

9. New and emerging web technologies help us make the visitor's experience consistent with their trends. Retal International may use this technology, including cookies or other technology, to remember your information when using EZHAL App, which in turn uses these techniques to track activity on the application, report and evaluate trends, and monitor this in the manner in which Using EZHAL App. By agreeing to the Terms of Use and the EZHAL App Privacy Policy, you agree to allow RETAL to use cookies and other such technologies for such purposes.

In case you do not want to receive cookies, you can change your Internet browser settings to erase all cookies from your PC's hard disk and block all cookies or receive a warning before storing cookies.

*** Protection**

10. We take all necessary steps to provide reasonable protection against unauthorized access, use, disclosure or destruction of personal information. We protect any personal information that we collect using the appropriate means. RETAL International is not responsible for any unauthorized access by third parties unless this access is enabled by our negligence or due to deliberate misconduct.
11. Protecting your personal information is very important to us, so we take the following precautions, among other things, to protect personal information as best:
- We will take reasonable technical and regulatory precautions to prevent the loss, misuse or alteration of your personal information, including the use of Secure Sockets Layer (SSL) software. Our website is certified by Norton (TRUSTe Certified Privacy), the transactions managed through our website and the partnership with Telr and SABB Bank.
 - We will store all the personal information you provide on our servers (password and firewall) and all electronic information you make or receive will be encrypted using SSL.

- We only display the last four digits of the credit card, while in the case of Visa or MasterCard, the verification number for the CVV card written on the back of the card will be required. When using a Mada, you will be asked to enter your PIN. However, it is necessary to give the entire card number to the intermediate company (Telr) during the completion of the process.

It is important that you protect yourself against unauthorized access to your account, password, and your computer / mobile device, so make sure you log out of your account when you exit EZHAL App.

*** Service review**

Public

Please note:

- You may share your opinion on other sites of RETAL International or its subsidiaries
- After submitting your written review, it usually takes 72 hours for the review, responsibility or answer to appear on EZHAL App in line with our publishing guidelines
- You can submit your opinion anonymously or if you prefer, you can leave my review only
- It is not yet possible to submit a review removal action

If you need any additional information about this service or want to remove your opinion, you can contact our Customer Support Center directly at support@ezhal.com

12. You have the option to obtain a backup copy of the personal information we hold about you and provide it subject to the following:
 - Receive a written request from you
 - Provide proof of identity (photo of your identity or photo of residence + your national address)
13. We may block such personal information to the extent as permitted by law
14. You may direct us not to use your personal information for marketing purposes by e-mail at any time. If you are concerned that any of your personal information is inaccurate, you may contact us directly via the Customer Care Number 9255550000
15. EZHAL App may contain links to other sites. RETAL International Company is not responsible for privacy practices for sites that you do not operate. We encourage users to read a privacy statement for each application that collects personal information
16. Any changes to the Privacy Policy will be posted on EZHAL App, and for any personal information and other information that we will collect in the future, will become effective as of the date of publication.

Reviewing the Privacy Policy is your responsibility and from time to time make sure that you are aware of any changes that have occurred. We may also notify you of changes to our Privacy Policy by email or through direct notices sent to you through the Application itself.