

Ref#	Policy	Description
1	About Us	<p>Al Taresh Group is a specialized service company in government transactions in all its forms, through its three main leading companies in the fields of supporting new companies, business owners and individuals getting approvals, registrations, documentation, and many more other services with the various governmental bodies in Dubai.</p> <p>Al Taresh Group was established in 2008 as a consulting services company, but it quickly developed in response to the needs of the market and clients to provide a wider range of distinguished services, which include assisting companies and business owners in establishing their businesses and registering their companies, whether on the mainland or free zones, in addition to issuing all types of visas in Dubai As well as Ejari and other real estate services that facilitate the work of real estate owners, especially rental and commercial ones, and make implementation of their work smoother and easier.</p> <p>Our mission at Al-Taresh Group for PRO Services, as the best among the companies in the field, is to provide support to our customers in everything they need to make the task of completing their official papers and government transactions of all kinds easy without any hassles.</p> <p>At Al Taresh, we are committed to our values of respecting your time and our responsibility to carry out the task you entrust us with the utmost integrity and accuracy. Putting hard work as our first goal, to always meet your requirements and be up to your confidence.</p>
2	Terms & Conditions	<p>Terms and Conditions for our Service Agreements</p> <p>Al Taresh and its clients are accountable, each for their own actions online on Al Taresh website. By registering with Al Taresh Website you can access or view the required service price, and submit services requests electronically. You are responsible for using the Website in a private and secure manner. We will not be liable for any damage or loss caused from any unauthorized account access resulting from your actions, such as not logging out of the account or sharing your account credentials. We reserve the right to refuse registration or cancel an account at any time.</p> <p>You shall not do any of the following or permit any other third parties to do any of the following:</p> <p>(a) Post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including, without limitation, any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, provincial, state, national or international law, including without limitation, export control laws and regulations;</p> <p>(b) Post or transmit any information or software that the sender is aware contains a virus, worm, or other harmful component;</p> <p>(c) Upload, post, publish, transmit, reproduce, or distribute in any way, information, software or other material which is protected by copyright or other proprietary right, without obtaining the permission of the copyright owner or right holder;</p> <p>(d) Account sharing, including, without limitation, letting third parties use your account and password.</p> <p>Al Taresh Privacy Policy allows for collecting, storing and using the following kinds of personal information:</p> <p>(a) information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation);</p>



- (b) information relating to any transactions carried out between you and us on or in relation to this website, including information relating to any purchases you make of our goods or services;
- (c) information that you provide to us for the purpose of registering or communicating with us;
- (d) information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters;
- (e) any other information that you choose to send to us;

You agree to pay the full price for all Services you purchase through the Website. You explicitly authorize Al Taresh to charge your provided debit or credit card for the services purchased, including any additional fees that may arise during service delivery, provided such additional fees have been communicated to and approved by you in advance. You are responsible for the timely payment of all fees and for providing us with a valid credit card or debit card account details for payment of all fees.

Opt-out policy

The easiest way to exercise your rights to Opt-Out from our services and data collection is by contacting Al Taresh through the contact details provided on our Website. We will consider and act upon any request in accordance with applicable data protection laws.

In some regions like (the European Economic Area (EEA), United Kingdom (UK), and Canada), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. You can make such a request by contacting us using the contact details provided on our Website. We will consider and act upon any request in accordance with applicable data protection laws.

Payment details: Al Taresh fees shall be payable in advance for each transaction performed on behalf of the Client. Prior to commencing any service, Client will receive a detailed cost estimate including both Al Taresh's professional fees and applicable government fees. Any additional costs must be approved in writing by the Client before being incurred. All fees are non-refundable unless otherwise required by DIFC law.

Limitation of Liability: To the maximum extent permitted by applicable DIFC law, in no event shall Al Taresh be liable for any special, incidental, indirect, or consequential damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of or in connection with the services, however caused and on any legal or equitable theory of liability, and whether or not for breach of contract, negligence or otherwise, even if the client has been advised of the possibility of such damages. These limitations will apply notwithstanding any breach of condition(s) or fundamental term(s) or for a fundamental breach

(s). In any case, Al Taresh entire liability under any provision of this agreement or under this website shall be limited to the amount received from the client for the services actually rendered pursuant to this agreement provided and the website's terms and conditions. This limitation of liability is cumulative with all such client's expenditures being aggregated to determine satisfaction of the limit.

Withdrawing your consent: If Al Taresh is relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you



have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided on our Website. However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

Opting out of marketing and promotional communications: You can unsubscribe from our marketing and promotional communications at any time by clicking on the unsubscribe link in the emails that Al Taresh may send, replying "STOP" or "UNSUBSCRIBE" to the SMS messages that we may send, or Send us email requesting opt out from the website services.

You will then be removed from the marketing lists. However, Al Taresh may still communicate with you for example, to send you service-related messages that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes.

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Log in to your account settings and update your user account.
- Contact us using the contact information provided.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our legal terms and/or comply with applicable legal requirements.

Disclaimer

If you are located in the EU or UK, this section applies to you:

The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on in order to process your personal information. As such, we may rely on the following legal bases to process your personal information:

Consent. Al Taresh may process your information if you have given Al Taresh permission (i.e., consent) to use your personal information for a specific purpose. You can withdraw your consent at any time.

Performance of a Contract. Al Taresh may process your personal information when we believe it is necessary to fulfill our contractual obligations to you, including providing our Services or at your request prior to entering into a contract with you.

Legal Obligations. Al Taresh may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.

Vital Interests. Al Taresh may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person.



		<p>User notification upon modification of terms. Al Taresh may update this privacy policy from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If Al Taresh makes material changes to this privacy policy, Al Taresh may notify you either by prominently posting a notice of such changes or by directly sending you a notification. Al Taresh encourages you to review this privacy policy frequently to be informed of how we are protecting your information.</p> <p>Age Consent: The customer using the website who is under the age of 21 (as per DIFC law) shall not register as a User of the website and shall not transact on or use the website. Any person below the age of 21 must have their legal guardian complete transactions on their behalf. Al Taresh does not knowingly collect data from or market to children under 18 years of age. Al Taresh does not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under age 18, please contact us by email.</p> <p>Security capabilities and policy for transmission of payment card details. Al Taresh aims to protect your personal information through a system of organizational and technical security measures. Al Taresh has implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although Al Taresh will do its best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.</p>
3	Privacy Policy	<p>Our Privacy Policy Statement</p> <p>When you visit, use, or navigate our Services, Al Taresh may process personal information depending on how you interact with Al Taresh and the Services, the choices you make, and the services and features you choose to use.</p> <p>Al Taresh may process sensitive personal information when necessary with your consent or as otherwise permitted by applicable law.</p> <p>Al Taresh process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. Al Taresh process your information only when we have a valid legal reason to do so. Al Taresh may share information in specific situations and with specific categories of third parties, mostly with Government entities.</p> <p>Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information.</p> <p>All credit/debit card details and personally identifiable information will NOT be sold, shared, rented or leased to any third parties, except as required by applicable DIFC laws or when necessary to complete requested services with relevant government authorities. All data handling shall comply with DIFC Data Protection Law No. 5 of 2020.</p>



		<p>The Website Policies and Terms & Conditions may be modified from time to time. Al Taresh will provide customers with at least 30 days' prior written notice of any material changes. Continued use of the services after such notice constitutes acceptance modified terms on the . Modifications will be effective after the notice period expires.</p> <p>Note: Payment Gateway Provider/ADIB shall be notified about any changes in the Privacy Policy, Terms & Conditions.</p>
4	Items/Products	<p>Pricing of Products and Services provided by Al Taresh are available and accessible on the website.</p> <p>The Pricing of our Services may vary from one situation to another. The customer has to visit the website when required for latest pricing and make formal inquiry and to receive the cost estimate for their prospective transaction.</p>
5	Method of Payments/Card types accepted and currency	<p>Method of Payment</p> <ul style="list-style-type: none"> - Cash payment of our offices. - Credit or Debit Cards - Wire Transfer to our accounts. <p>We accept payments online using Visa and MasterCard credit/debit card in AED.</p> <p>The logos of the accepted cards are mentioned on the Home page and on the Payment check out page.</p>
6	Shipping Policy	<p>Shipping Policy: Once the order is placed the process of providing the services, the time duration it may take will be explained to the customer.</p> <p>At the time of checkout customers should be aware that multiple orders or requests may result in multiple postings to the cardholder's monthly statement.</p>
7	Refund/Return Policy	<p>Refund Policy: Al Taresh shall process refunds within 14 business days where: (1) there has been over-invoicing; (2) services have been reversed due to faults by Al Taresh; or (3) as otherwise required by applicable DIFC laws and regulations.</p> <p>Refunds will only be done only through the Original Mode of Payment.</p>



8	Cancellation & Replacement Policy	<p>Cancellation & Replacement Policy: In rare situations Al Taresh may permit Cancellation or Replacement of service.</p> <p>The conditions under which cancellation & replacement will be allowed include:</p> <p>a) The wrong service was performed by our employees.</p> <p>b) The service was defective.</p> <p>c) The service was not delivered on time resulting in fines that we ethically should assume.</p>
9	Physical Address & Contact Details	<p>Location: 28 - King Muadhd Rashid Muadhd Al-Mahri Umm Suqeim 3 - Shop No. 27</p> <p>Phone: +9714 333 6767</p> <p>Email: esalem@altaresh.com</p>
10	Dispute & Resolution Policy	<p>Dispute is defined as a disagreement between us and our customer in connection with the transaction on the website.</p> <p>The possible reasons of a dispute include for example, any of the following:</p> <p>a) Wrong service received.</p> <p>b) The service is not as described.</p> <p>c) Damaged original documents.</p> <p>d) loss of original documents.</p>
11	Delivery Policy	<p>Al Taresh process hundreds of transactions daily and Al Taresh deliver our services to customers by email, or in person through our delivery drivers.</p> <p>Al Taresh website will NOT deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the law of UAE.</p>
12	Country of merchant domicile	<p>Al Taresh is physically located in Dubai, in the United Arab Emirates.</p>
13	Governing Law and Jurisdiction	<p>This website, and any agreement resulting from this website, and any non-contractual matters or obligations arising out of it or the services rendered by Al Taresh, shall be governed by, and construed in accordance with, the laws of the Dubai International Financial Center (DIFC). For consumers, this choice of law shall not deprive the consumer of the protection afforded by provisions that cannot be derogated from by agreement by virtue of the law of the country of the consumer's habitual residence.</p> <p>Except as otherwise expressly agreed in writing, any dispute relating to this Agreement or the Services shall be subject to the exclusive jurisdiction of the courts in the Dubai International Financial Center, to which each party agrees to submit for these purposes.</p>
14	FAQs	<p>All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information. Al Taresh processes personal information in accordance with its Privacy Policy and applicable DIFC Data Protection Law.</p> <p>Al Taresh Services offer you the ability to register and log in using your third-party social media account details (like your Facebook or Twitter logins). Where you choose to do this, we will</p>

		<p>receive certain profile information about you from your social media provider. The profile information we receive may vary depending on the social media provider concerned, but will often include your name, email address, friends list, and profile picture, as well as other information you choose to make public on such a social media platform.</p> <p>Al Taresh will use the information it receives only for the purposes that are described in this privacy policy or that are otherwise made clear to you on the relevant Services.</p> <p>Please note that Al Taresh do not control, and is not responsible for, other uses of your personal information by your third-party social media provider. Al Taresh recommends that you review their privacy policy to understand how they collect, use, and share your personal information, and how you can set your privacy preferences on their sites and apps.</p> <p>Al Taresh servers are located in the United Arab Emirates. If you are accessing our Services from outside the United Arab Emirates, please be aware that your information may be transferred to, stored, and processed by us in our facilities and by those third parties with whom we may share your personal information.</p> <p>If you are a resident in the European Economic Area (EEA) or United Kingdom (UK), then these countries may not necessarily have data protection laws or other similar laws as comprehensive as those in your country. However, we will take all necessary measures to protect your personal information in accordance with this privacy policy and applicable law.</p> <p>These include a set of Binding Corporate Rules ("BCRs") established and implemented by test. Our BCRs have been recognized by EEA and UK data protection authorities as providing an adequate level of protection to the personal information we process internationally.</p> <p>Al Taresh will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this policy will require us keeping your personal information for longer than the period of time in which users have an account with us.</p> <p>When Al Taresh has no ongoing legitimate business need to process your personal information, Al Taresh will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.</p>
15	Check out Window	Declaration check box "click to accept" is available in the payment check out page
16	Enabling SSL	The Website has enables SSL.