



## Prosum Solutions LLC

**Prosum Solutions LLC**, its subsidiaries and affiliated companies (hereinafter referred to as "Prosum" "us" "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws. You can visit <http://www.Prosum.ae/> (the "Site") without disclosing any personally identifiable information about yourself.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you visit the Site. We wish to help you make informed decisions, so please take a few moments to read the sections below and learn how we may use your personal information.

You should read this notice in conjunction with the Terms and Conditions of use for the Site.

### Acceptance

By using this site, you signify your agreement to the Prosum Solutions Privacy Policy. If you do not agree with this policy, please do not use this site. Your continued use of Prosum Solutions site following the posting of changes to these terms will mean you accept those changes.

### My Information

#### 1. What kind of information is collected?

**Anonymous Information** - Anonymous information cannot be tied directly to personally identifiable information. We use this information to improve our site. This information helps us focus our resources on the features that are most popular with our customers. We may collect information regarding your IP address, browser type, domain name and access time. This information is used for our own research purposes and is separate from any personally identifiable information that you may submit via this site. We do not link IP addresses to any personal information. In rare instances, IP addresses may be used to assist in deterring and/or preventing abusive or criminal activity on the website.

**Personally Identifiable Information** – The following forms on [www.prosumsolutions.ae](http://www.prosumsolutions.ae) collect Personally Identifiable Information: (i) Register for News Form – Information in this form will be used to send “Prosum News”, our monthly e-newsletter, (ii) Contact Us Form – Information provided through this form will not be stored by [www.prosumsolutions.ae](http://www.prosumsolutions.ae) and will be used solely to respond to customer enquiries and/or service requests and (iii) Site Feedback Form – Information provided through this form will be used solely to provide enhancements to Prosum Solutions

#### 2. How safe will my information be?

The security of all information associated with our Customers is an important concern to us. We, at Prosum Solutions, therefore exercise the utmost care in providing secure transmission of your information from your computer to our servers.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your information, Prosum and its affiliates can't ensure or warrant the security of any information you transmit to us or from our online products or services, and you do so at your own risk. Once we receive your transmission, Prosum Solutions, uses industry standard efforts to safeguard the confidentiality of your information, such as firewalls and Secure Socket Layers. However, "perfect security" does not exist on the Internet.

### **3. Who will use this information?**

As a general rule, Prosum Solutions, will not disclose any specific personal information that you submit to us about you ("Personal Information") in a manner that connects you with the Personal Information, except when we have your explicit permission or under special circumstances, such as when we believe in good faith that the law requires it or under the circumstances described below.

### **4. How can I control my information?**

In case you change your mind or some Personal Information changes (such as your mailing address or e-mail address), we will try to provide a way to correct, update or remove the Personal Information that you have provided us. We offer Customers the opportunity to "opt out" of having Personal Information shared Prosum Solutions, such as un-registering from the Prosum Newsletter. Additionally, If a Customer wishes to update Personal Information or objects to any usage provided herein for any reason, he/she may e-mail the requested change to: [info@prosumsolutions.ae](mailto:info@prosumsolutions.ae).

As a general rule, Prosum Solutions will not disclose any specific personal information that you submit to us about you ("Personal Information") in a manner that connects you with the Personal Information. Further, Prosum Solutions does not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you've requested and only when we have your permission or in the event we have been asked to do so by a competent court of law in the UAE.

### **5. How can I control my information?**

In case you change your mind or some Personal Information changes (such as your mailing address or e-mail address), we will try to provide a way to correct, update or remove the Personal Information that you have provided us. We offer Customers the opportunity to "opt out" of having Personal Information shared Prosum Solutions, such as un-registering from the Prosum Newsletter. Additionally, If a Customer wishes to update Personal Information or objects to any usage provided herein for any reason, he/she may e-mail the requested change to: [info@prosumsolutions.ae](mailto:info@prosumsolutions.ae).

### **Information security**

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to personal information to Prosum employees, contractors and agents who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations. Contractors and agents who associate with us for developing and improving our services are normally required to sign a No-disclosure of confidential information as per this standard format.

### **Changes to this Privacy Policy**

Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent, and we expect most such changes will be minor. Regardless, we will post any Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of Privacy Policy changes). Each version of

this Privacy Policy will be identified at the top of the page by its effective date, and we will also keep prior versions of this Privacy Policy in an archive for your review.

If you have any additional questions or concerns about this Privacy Policy, please feel free to contact us any time through this web site or at :-

**Privacy Matters**  
**Prosum Solutions LLC**  
**PO Box 34363 – Dubai**  
**United Arab Emirates**

When we receive formal written complaints at this address, it is our policy to contact the complaining user regarding his or her concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between Prosum and an individual.

*As revised on 10 April 2009*