

## Privacy Policy

The GATE<sup>1</sup> is a privately owned company registered in Dubai, UAE. Its object of activity is that of a Business Centre, addressing all the operational needs of today's business environment – from rental of physical space (offices, meeting rooms), to communication solutions (like phone & mail services) or business licensing consultancy & solutions.

THE GATE respects the privacy rights of its customers. We strive to ensure that your Personal Data is secure and protected. The purpose of this Policy is to help you understand the kind of Personal Data we collect and how we handle and use them after collection. The GATE shall ensure that it has in place appropriate technical and organisational measures to ensure the security of the Personal Data and to guard against unauthorised or unlawful processing of the Personal Data, as required under the laws of UAE and Dubai.

By accessing and using this site, you agree to the terms and provisions set forth in this Policy. Please review this Policy before using our website, or providing us with any of your Personal Data.

### 1. Personal Data

In order to serve you better and address your needs, THE GATE may request for your Personal Data. This may include but is not limited to the following:

- Name;
- Gender;
- date of birth;
- mailing address;
- work address;
- email, telephone number(s), fax number;
- credit/debit card information;
- passport number;
- preferred room types, type of event activities;
- country;
- city;
- company name;
- type of business;

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<sup>1</sup> THE GATE MIDDLE EAST FZC - DUBAI BRANCH

- number of employees;
- position (within company);
- industry (business activity);
- company bank account details;
- trade / commercial license.

The information is generally collected via the forms you have used to submit to us, or via other forms of interaction with you. Our primary aim in collecting your personal information is to provide you with a tailored experience both on our website and with respect to the services that we provide.

## **2. Collection of Personal Data**

When browsing our website, most of the pages are for information purposes and therefore, can be done so anonymously without having to provide any personal data about yourself. However, there are instances where we may require certain information from you.

Generally, THE GATE may collect Personal Data in the following ways:

- When you submit an enquiry form or other forms relating to any of our services or information for our services;
- When you email us enquiring on any of our services or information for our services;
- When you subscribe to our newsletter;
- When you establish any online accounts with us;
- When you request to be on our mailing list;
- When you respond to any of our promotions, marketing initiatives or to any request for additional Personal Data;
- When you are contacted by, and respond to, our marketing representatives and customer service officers;

### **3. Purposes for Collection, Use and Disclosure of your Personal Data**

By providing THE GATE with your Personal Data, you express your consent that THE GATE has the right to use your Personal Data for the purposes including but not limited to the following:

- Responding to your enquiries;
- Providing services such as reservations of rooms, meeting packages, meeting facilities or other guest facilitation services;
- Informing of any promotional activities and marketing of products and services offered by THE GATE and any of its related companies including and not limited to: Room Accommodation, Food & Beverage, Special Events via email, mobile, message or phone;
- Conducting any investigations relating to any potential disputes, complaints, billing or fraud;
- For review of guest satisfaction level for services provided by THE GATE;
- Any contests or competitions;

### **4. Disclosure of Personal Data**

THE GATE does not sell, trade or transfer your Personal Data. THE GATE will take responsible steps to protect your Personal Data against any unauthorized disclosure.

We may, however, disclose your information to affiliates or third parties for the following purposes (when applicable):

- Delivery of services at your request that requires sharing or disclosure of Personal Data. For example, when providing assistance to make reservation with a restaurant by your request or assistance to book a flight or performing web check-in at your request;

- Authorized thirty party service providers in contract with THE GATE, requiring your Personal Data to perform transactions successfully such as credit card/debit card processing; analytical or management services such as market research or database management
- Compliance with any legal, law enforcement and regulatory requirements;
- During any emergency or for security concerns including but not limited to admission to hospital or police investigation.

We will not transfer your data to third parties unless:

- the third party is our subcontractor or a member of our group of companies who is processing personal data on our behalf securely and in accordance with our instructions.

## **5.Third Party Sites**

Please be aware that some of the websites to which we provide links may collect personally identifiable information about you. We do not control these sites and are not responsible for the content or practices of third party websites. These Terms and Conditions do not cover such sites.

## **6. Use of Cookies**

A cookie is a unique identifier and a small text file located in your computer or mobile device when you visit a website. It does not reveal your Personal Data but remembers you to facilitate your access to our website and personalize your online experience with us.

Cookies can be disabled via your Internet web browser but this may cause delay or even disrupt your experience when browsing or making bookings via our website.

## **7.Advertisements**

Some of the advertisements you see on the Site are selected and delivered by third parties, such as ad networks, advertising agencies, advertisers, and

audience segment providers. These third parties may collect information about you and your online activities, either on the Site or on other websites, through cookies, web beacons, and other technologies in an effort to understand your interests and deliver to you advertisements that are tailored to your interests. Please remember that we do not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not covered by this privacy policy.

## **8. Withdrawal of Consent & Correction of your Personal Data**

If you would like to update your Personal Data or withdraw your consent for the collection, use or disclosure of your Personal Data set out in this policy; you can submit a request to [office@thegate.com](mailto:office@thegate.com) with reasonable notice.

## **8. Contact Us**

If you have any questions or concerns regarding this policy, please contact us by

- Email [contact@tgme.ae](mailto:contact@tgme.ae)
- Ph. No. +971 (0)4 524 7888
- Fax No. +971 (0)4 388 288 4
- P.O. Box 74053
- Address: Boulevard Plaza, Tower 2, level 22, Dubai, United Arab Emirates