

Policy and privacy

**29/01/2021**

## Introduction

We seek in the Rodud application to provide you with a customer experience based on transparency, honesty and protection, which means that you can trust us, and as our real gain is that you trust your experience of using the Rodud application.

Who are we?

Let us introduce Rodud Logistics - a Saudi limited liability company under register 7017565156.

You can always contact us on the hotline 920011978

Or through the mail [INFO@RODUD.COM](mailto:INFO@RODUD.COM)

Headquarters of the General Administration

Unit 2 2nd Floor - Building No. 2582 – Mezanab Neighborhood - Ali Bin Abi Talib Street - Medina - Saudi Arabia.

When you use Rodud or website or contact the customer service team or technical support or similar ways of communicating with Rodud application, this is an implicit approval of our privacy policy.

As data controllers, we determine how we process your personal data, the purpose, and how we process this data, taking into account that all these processing activities comply with legal requirements,

Always remember that you can contact Rodud if you have data protection questions through the above media.

The mechanism to notify users in the Rodud app any updates in the privacy policy?

Rodud has the right to update its privacy policy, whether by adding/deleting new items or modifying existing items at any time.

You can find out by checking the date of the last policy update at the top of the first page, but we do not send any notices or mail indicating an update of the privacy policy.

It's your right.

As a Rodud user, you can choose the information you want to provide us with.

Naturally, we need some of them in order to complete the contract and service requirements, although this may not require all the information you have provided us with.

Data processing: We are just using the necessary personal data so we can serve you.

Naturally, this is imperative in order to deliver your order and serve as hoped, without agreeing to use the data you will not be able to benefit from our services.

## Other rights

**Privacy Policy Review:** You have the right to review and approve your privacy policy before processing your data

**Access:** You have the right to know which data, your data we store and process

**Edit:** You have the right to edit your personal data if you notice that it is not valid through your profile.

**Deletion:** You have the right to delete your data by requesting that your data stored in Rodud be deleted

**Data Transfer:** You have the right to request your personal data from Rodud and here the application will make the data available to you electronically.

## Data processing

We process your personal data in accordance with legal requirements, as we are confident that all the principles used in the processing of personal data must be taken into account in conjunction with transparency.

Therefore, we process your personal data in a legal framework where it makes sense to expect data to be processed.

If we find through our assessment any conclusion that the treatment would not be reasonable to expect in this case, we will request your approval.

Later we will make more accurate clarification of personal data and its categories because there's more than one category of data

And naturally, we mean personal data that can identify you and make it easier to identify you.

## Where processing takes place

Trust that we do not provide data to any external entity that is not authorized, but in a few times and within our administration we grant limited access to specific service providers and subject them to strict control.

## Contact data

Your name - mobile number - email - your ID number

## Place of beneficiary

Address - City - State - Coordinates, Longitude and Latitude

## Your profile data

Your name - email - mobile number

## Device information and your access data

ID and identification number of the device - the operating system of the device and the version - the place of the device - time - setup - information related to the internet connection

## Communicate

Your name - email - mobile number - device Identification Number

## Delivery

Your name, delivery address, city, coordinates, longitude, latitude, mobile number, ID number.

Provide drivers and transport companies with your information

We deal with a wide range of drivers, whether independent or authorized carriers, and in all of the above, we provide them with your data so that they can provide the service to you.

## Customer Relationships

Your requests: We are always happy to serve you and receive your inquiries and complaints and so we can save the recorded conversation with you for training, evaluation and review purposes

Contact: We may contact you through our representatives and record the call as before for training, evaluation, review and for the record we delete these calls within a maximum of 12 months or when we meet the purpose of storage.

Merger/Acquisition - Change of Ownership - Closure: Trust us - If we merge with another company or a new company acquires us, we will ask the new company to comply with the legal data protection regulations

Coupons: We offer discount coupons to encourage customers to use Rodud and reward our loyalty customers and in order to collect different personal data

## Third party

It's normal to deal with third parties together with data processors and provide them with your data, but we don't have our instructions, for example our lawyers, our tax advisor.

Trust that we do not sell or rent your data to any third party in any way and under any circumstances and it will not happen without your consent

## Personal information

Contact - Dial - Device - Payment - Delivery - Location - Your Profile Data - Coupon - Data required by the Transport Authority (for drivers)

## How long we keep data

As previously you have the right to request that your data be deleted and we will do so as soon as you request it, but before that.

You will receive a notification via your registered email.

In addition, there are legal periods that we have to take into account: we're going to have some tax data for six to ten years and in other cases it's more.

The duration of data preservation varies according to local law requirements, so despite your request to delete your data, we may have to keep it due to legal regulations, but we will restrict the data from processing.

In addition, we will continue to store your data if we have the right in accordance with the rules of the Communications and Information Technology Authority

We apply the above in particular if we are in the process of filing or exercising legal proceedings and defending them.