

Privacy Policy — Bookagile

Effective Date: July 20, 2026 **Last Updated:** July 20, 2026

This Privacy Policy explains how Bookagile (“we,” “our,” or “us”) collects, uses, discloses, and protects personal data in compliance with the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL).

1. Scope and Applicability

This Privacy Policy applies to all individuals whose personal data is processed through the Bookagile service, including:

- **Clients / Service Recipients:** Individuals requesting, booking, or receiving services.
- **Staff Members / Masters / Service Providers:** Personnel or contractors providing services through the platform.
- **Website Visitors:** Individuals who browse bookagile.com.

Bookagile does not knowingly collect or process personal data from individuals under the age of 18. Our services are intended for use by adults only.

2. Categories of Personal Data We Collect

Based on our system data schema, we process the following categories of personal data:

A. Staff & Service Provider Data (staff_member)

- **Identifiers & Contact Info:** First Name, Last Name, Phone Number, Email Address (optional).
- **Demographics & Profile:** Date of Birth, Profile Photo File (optional), UI Preferences (e.g., Assigned Display Color).
- **Work & Role Metadata:** Task Categories.

B. Client Data (client)

- **Identifiers & Contact Info:** First Name, Last Name, Phone Number, Email Address (optional).
- **Verification & Identification Documents:** Date of Birth, Digital Signature, Signature Date, Applicant Document Files, Profile Photo File (optional).

C. Service & Procedure Records (procedure)

- **Procedure Details:** Title, Description, Associated Document Files, Additional Applicant Details.
- **Linked Personal Data:** Client and Master/Staff Identifiers (First/Last Name, DOB, Phone, Email, Photo Files).

- **Consent & Legal Authorization:** Digital Signatures and Signature Timestamp Logs.

D. Website Usage Data

- **Technical Data:** IP address, browser type, and device information may be processed automatically by our web server and hosting provider for the purpose of operating and securing the website (e.g., basic server logs). We do not currently use analytics, advertising, or third-party tracking tools on our website.

3. Legal Basis and Purposes of Processing

We process personal data under the following legal bases pursuant to Article 4 and Article 5 of the UAE PDPL:

1. **Performance of a Contract:** To register users, facilitate appointments, conduct procedures, manage staff assignments, and process digital sign-offs.
2. **Explicit Consent:** For processing optional identity/verification document uploads, photo files, and digital signatures.
3. **Legal Obligations & Compliance:** To maintain timestamped audit logs for regulatory compliance and dispute resolution.
4. **Legitimate Interest:** To maintain the security, performance, and functionality of our platform (e.g., fraud prevention, basic server logs).

4. How We Store and Protect Your Data

- **Data Storage Location:** Your personal data and binary files (documents and images) are securely stored and hosted on servers located in Europe-West2 (London).
- **Data Security:** We implement appropriate technical and organizational measures, including access controls and encrypted database connections, to safeguard your data against unauthorized access, loss, or alteration.
- **Data Retention:** We do not apply a single fixed retention period across all data. Instead, personal data is retained only for as long as necessary to fulfill the purpose for which it was collected — such as the duration of the client’s active relationship with Bookagile — and is deleted or anonymized once that purpose no longer applies, unless a longer period is required to comply with a legal, regulatory, or accounting obligation under UAE law (e.g., statutory limitation periods for civil claims). We periodically review the data we hold to ensure it is not kept longer than necessary.
- **Data Breach Notification:** In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the UAE Data Office and affected data subjects without undue delay, in accordance with the PDPL and its Executive Regulations.

5. Sharing, Disclosure, and Third Parties

We respect your privacy and do not sell, rent, or trade your personal data to third parties for marketing purposes.

We only disclose or share personal data with third parties under the following limited circumstances:

1. **Third-Party Service Providers (Data Processors):** We share data with trusted infrastructure and hosting providers (such as cloud hosting facilities located in Europe-West2 - London) that assist us in operating Bookagile, running our software, and serving our users. These providers act strictly on our instructions and are bound by confidentiality and data processing agreements in compliance with the UAE PDPL.
2. **Internal Role-Based Access:** Client details and procedure records are accessible to authorized Staff/Masters strictly on a need-to-know basis to carry out requested services.
3. **Legal Requirements:** We may disclose personal data if required to do so by UAE law, court order, or regulatory authority, or to protect the legal rights, safety, or property of Bookagile, our users, or the public.
4. **Business Transfers:** In the event of a merger, acquisition, or restructuring, user data may be transferred to the acquiring entity subject to the commitments made in this Privacy Policy.

6. Cross-Border Transfers

As our primary database servers are located in London, UK (Europe-West2), your personal data is transferred and stored outside the United Arab Emirates. The United Kingdom maintains its own comprehensive data protection framework (UK GDPR), which provides a recognized level of protection for personal data. We ensure that all cross-border transfers comply with UAE PDPL provisions regarding international transfers, maintaining a required level of data protection and legal safeguards.

7. Your Rights Under UAE PDPL

Subject to legal limits, data subjects in the UAE have the following rights:

- **Right to Access:** Request information about the processing of your personal data and obtain a copy.
- **Right to Rectification:** Request correction or updating of inaccurate or incomplete personal data.
- **Right to Erasure (“Right to be Forgotten”):** Request deletion of data where legal retention grounds no longer apply.
- **Right to Restrict Processing:** Request restrictions on processing under specific circumstances.
- **Right to Data Portability:** Request transfer of your data in a structured, machine-readable format.
- **Right to Withdraw Consent:** Revoke consent for optional data processing (such as optional photos or document uploads) at any time.
- **Right to Object:** Object to processing of your personal data carried out on the basis of legitimate interest.
- **Right to Lodge a Complaint:** Lodge a complaint with the UAE Data Office if you believe your personal data has been processed in violation of the PDPL.

To exercise any of these rights, please contact us using the details in Section 10.

8. Children's Data

Bookagile's services are not directed at, and are not intended for use by, individuals under the age of 18. We do not knowingly collect or process personal data relating to minors. If we become aware that we have inadvertently collected personal data from a minor, we will take steps to delete such data promptly.

9. Cookies and Similar Technologies

We do not currently use analytics, advertising, or third-party tracking cookies on bookagile.com. Our website may use strictly necessary technical data (such as session identifiers) required for the website and booking system to function correctly. Should this change in the future, we will update this Privacy Policy accordingly and, where required, seek your consent.

10. Data Protection Point of Contact

Bookagile has not appointed a dedicated Data Protection Officer. All questions, requests, or concerns regarding the processing of your personal data should be directed to the contact details in Section 11.

11. Contact Details

If you wish to exercise your rights or have questions about this Privacy Policy, please contact us:

- **Service Name:** Bookagile
- **Email:** support@bookagile.com
- **Phone:** +971585340141