



WEBSITE PRIVACY POLICY

INTRODUCTION

Welcome to Al Afaq Insurance Brokers' website privacy policy.

Al Afaq Insurance Brokers, referred to in this privacy policy as "Al Afaq", "we", "us" or "our", respects your privacy and is committed to protecting your personal data. This privacy policy explains how we collect, use, store and protect personal data when you visit our website at <https://alafaqinsurance.com.ga/> (the Site) and informs you of your privacy rights and how applicable data protection laws protect you.

The Site is primarily an informational and communication website. It provides general information about Al Afaq, its activities, insurance products, offices and contact details. The Site is not used as an online platform for arranging insurance, submitting insurance applications, processing claims, managing policies, receiving payments, operating client accounts or submitting complaints through an online form.

We do not intentionally collect insurance policy data, underwriting information, claims information, health data, payment details, identity documents or other sensitive personal data through the Site.

Insurance-related requests, complaints and other operational communications are handled through the contact channels made available by Al Afaq, including email and telephone. Where you communicate with us in relation to insurance services, complaints, claims or other operational matters outside the Site, the relevant personal data may be processed in accordance with a separate privacy policy or [Privacy-Notice](#), our applicable internal policies, client documentation, regulatory obligations and recordkeeping requirements, as applicable.

GLOSSARY

"Legitimate Interest" means our interest in conducting and managing the activities of Al Afaq, operating and protecting the Site, responding to enquiries, communicating with persons who contact us, maintaining our business records and improving our services.

"Comply with a legal obligation" means processing your personal data where it is necessary for compliance with a legal, regulatory, accounting, tax or other obligation that applies to us.

"Consent" means that you have given an unambiguous indication of your consent to us processing your personal data for a specific purpose, where consent is required under applicable law.

IMPORTANT INFORMATION AND WHO WE ARE

Purpose of this privacy policy

This privacy policy aims to give you information on how Al Afaq collects and processes your personal data through your use of the Site.

Our Site is not intended for use by children.



It is important that you read this privacy policy together with any other policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

This privacy policy supplements other notices and policies and is not intended to override them.

Controller

Al Afaq is responsible for the Site. Al Afaq is the controller and responsible for your personal data in relation to your use of the Site.

Contact details

If you have any questions about this privacy policy, including any requests to exercise your legal rights as provided for below, please contact us using the details set out below.

Full name of legal entity: Al Afaq Insurance Brokers

Email address: info@alafaqinsurance.com.qa

Telephone number: +974 4465 5746

You have the right to make a complaint at any time to the relevant regulator or competent authority, where applicable. We would, however, appreciate the chance to deal with your concerns before you approach any regulator or authority, so please contact us in the first instance.

Changes to the privacy policy

We keep our privacy policy under regular review. This Version 1 was last updated on 1 May 2026. Historic versions can be obtained by contacting us.

This privacy policy will be reviewed, and may be revised, from time to time. You may wish to revisit it regularly.

Please keep us informed if your personal data changes during your relationship with us.

Third-party links

Our Site may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Site, we encourage you to read their privacy policy and the privacy policy of every website you visit.

THE DATA WE COLLECT ABOUT YOU

Personal data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer the following kinds of personal data about you which we have grouped together as follows:

(a) Identity Data: first name and last name, where you provide them to us.

(b) Contact Data: address, email address, telephone number and any information you choose to include when contacting us. A map displayed on the Site to show our office location does not, by itself, mean that we collect your precise geolocation.



- (c) Technical Data: internet protocol (IP) address, approximate location derived from your IP address, time zone setting, operating system, platform and other technology on the devices you use to access the Site.
- (d) Usage Data: information about how you use our Site.
- (e) Marketing and Communications Data: your preferences in receiving communications from us and records of whether you have opted out of marketing communications.
- (f) Application Data: information you submit through our careers form when applying for a position with us, including the contents of your CV and any related correspondence.

We may also collect and use Aggregated Data such as statistical or demographic data. Aggregated Data is not considered personal data where it does not directly or indirectly reveal your identity.

We do not intentionally collect through the Site any special categories of personal data, including health data, genetic or biometric data, or information about criminal convictions and offences. We also do not intentionally collect insurance proposal data, claims data, payment information, identity documents or other insurance operational data through the Site.

HOW IS YOUR PERSONAL DATA COLLECTED?

Direct interactions. You may give us your Identity, Contact and Marketing and Communications Data by corresponding with us by post, phone, email or otherwise, including when you request more information about our services, give us feedback or contact us.

Automated technologies or interactions. As you interact with our website, we may automatically collect Technical and Usage Data about your equipment, browsing actions and patterns. We may collect this personal data by using cookies, server logs and other similar technologies. Please see our [Cookie Policy](#) for further details.

Third parties or publicly available sources. As you interact with our website, we may receive Technical and Usage Data from analytics providers, such as Google, and technical service providers, including hosting and website service providers, where applicable.

HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data where it is necessary for our Legitimate Interests, where we need to Comply with a legal obligation, or where we have obtained your Consent if consent is required.

We may use your personal data for the following purposes:

- (a) to respond to enquiries and communications submitted by you;
- (b) to provide information about Al Afaq, our products and services where you have requested such information or where this is otherwise permitted by applicable law;
- (c) to manage and administer our business, services and relationship with you;
- (d) to administer, maintain, troubleshoot, protect and secure the Site, including website hosting, server logs, data analysis, testing, system maintenance, support and reporting;



- (e) to use limited analytics to improve the Site, keep it updated and understand general website usage;
- (f) to assess applications for employment, including the contents of CVs and any related correspondence submitted through the Site;
- (g) to comply with applicable legal, regulatory, accounting, tax and recordkeeping obligations; and
- (h) to establish, exercise or defend legal claims, protect our rights and prevent misuse of the Site.

We do not use the Site to make automated decisions about you or to conduct profiling that produces legal or similarly significant effects.

MARKETING AND SERVICE COMMUNICATIONS

The Site is primarily an informational website and is not used as a marketing registration platform. However, where you contact us by telephone, email or another communication channel to request information about Al Afaq or our services, we may use your contact details and the content of your enquiry to respond to you and to provide information about products or services that may be relevant to your request.

We may also contact you with further information about our products and services where permitted by applicable law. You may ask us at any time not to send you marketing communications by contacting us at info@alafaqinsurance.com.qa or by using any opt-out mechanism included in the communication, where applicable.

We will not sell your personal data or share it with third parties for their own marketing purposes without your consent, where such consent is required by applicable law.

COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, some parts of the Site may become inaccessible or may not function properly. For more information about the cookies we use, please see our [Cookie Policy](#).

CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collect it, unless we reasonably consider that we need to use it for another compatible reason. If we need to use your personal data for an unrelated purpose, we will notify you and explain the legal basis which allows us to do so, where required by law.

DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with:

- (a) companies in our group, to the extent necessary for administration, business management and responding to your enquiry;
- (b) service providers acting as processors, including IT, system administration, website administration, analytics, hosting and technical support providers outside the State of Qatar;
- (c) professional advisers, auditors, insurers, regulators, public authorities or other persons where required or permitted by law;
- (d) third parties to whom we may sell, transfer or merge parts of our business or assets.



We require third parties to respect the security of your personal data and to treat it in accordance with the law.

INTERNATIONAL TRANSFERS

We share your personal data as outlined in this policy. This may involve transferring your personal data outside the State of Qatar, including where our website hosting, analytics, IT support or other technical service providers process data in connection with the services outside the State of Qatar.

Our Site is hosted by third-party hosting providers, and certain technical data, including website logs and related hosting data, may be transferred to or stored on servers located outside the State of Qatar.

Where personal data is transferred outside the State of Qatar, we will take steps required under applicable Qatar data protection laws to ensure that the transfer is lawful and that appropriate safeguards are applied. These safeguards may include contractual protections with our service providers, access controls, security measures and other technical and organisational measures, where required.

Please Contact Us if you want further information on the mechanism used by us when transferring your personal data outside the State of Qatar.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, accessed, altered or disclosed in an unauthorized way. However, transmission of information over the internet cannot be guaranteed to be completely secure.

We limit access to your personal data to employees, agents, contractors and third parties who have a business need to know. They will only process your personal data on our instructions, where applicable, and are subject to duties of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator or authority of a breach where we are legally required to do so.

DATA RETENTION

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, tax, accounting, reporting or recordkeeping requirements. We may retain your personal data for a longer period in the event of a complaint, dispute, investigation or if we reasonably believe there is a prospect of litigation.

Website technical data and server logs are retained for operational and security purposes for a limited period, unless a longer period is required to investigate misuse, security incidents or legal claims. Enquiries received by email, telephone or other communication channels are retained for as long as necessary to respond to the enquiry and maintain appropriate business records.

Insurance client records, complaint records and other operational records may be retained for longer periods in accordance with a separate privacy policy or privacy notice, applicable insurance, regulatory, accounting, tax and legal limitation requirements.

In some circumstances you can ask us to delete your data. In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information indefinitely without further notice to you.



YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under applicable data protection laws in relation to your personal data. These may include the right to:

- (a) **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- (b) **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- (c) **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request. In addition, where we are able to comply with your request, we may not be able to provide certain services to you.
- (d) **Object to processing** of your personal data where we are relying on a Legitimate Interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- (e) **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - i. if you want us to establish the data's accuracy;
 - ii. where our use of the data is unlawful but you do not want us to erase it;
 - iii. where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - iv. you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- (f) **Request the transfer** of your personal data to you or to a third party. We will provide you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- (g) **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us at info@alafaqinsurance.com.qa.

**No fee usually required**

You will not usually have to pay a fee to access your personal data or to exercise your rights. However, we may charge a reasonable fee or refuse to comply with a request where permitted by law, including if the request is clearly unfounded, repetitive or excessive.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data or exercise any other right. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Time limit to respond

We try to respond to all legitimate requests within one month or within such other period as may be required or permitted by applicable law. Occasionally it may take us longer if your request is particularly complex or if you have made a number of requests. In this case, we will notify you and keep you updated.