

# I Pay Global FZC Privacy Policy

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At I Pay Global FZC, we are dedicated to safeguarding your personal data and privacy. To help you make informed choices, please review this Privacy Policy. It explains how we collect and use your Personal Data, who we share it with, the purposes of its use, and the privacy options available to you.

## 1. Privacy Policy

This Privacy Policy ("Policy") outlines how I Pay Global FZC and its affiliates ("I Pay Global FZC," "we," "us," or "our") collect, use, disclose, and store personal data in connection with the services provided through <https://www.ipayglobal.ai/> and associated websites, applications, and services (collectively, "Services").

## 2. Scope of Personal Data Collection

"Personal Data" refers to information relating to an identifiable individual, such as names or identification numbers. I Pay Global FZC operates as a payment platform. In this capacity, our customers typically act as data controllers for the Personal Data they upload or share through our platform, while I Pay Global FZC operates as a data processor as outlined in our service agreements.

## 3. How We Collect Personal Data

We collect Personal Data when you:

- 3.1. Use our websites or download materials
- 3.2. Register for updates, newsletters, or other services
- 3.3. Interact with our products and services

## 4. Types of Personal Data Collected

I Pay Global FZC may collect the following types of Personal Data:

- 4.1. Contact Information: This includes your name, email, job title, company, and country.
- 4.2. Usage Data: We collect data related to how you interact with our services, such as login details, user activity, configuration information, and performance metrics.
- 4.3. Website Interaction: Information regarding your visits to our website, including social media interactions and cookie data.
- 4.4. Communications: Records of interactions with us, such as emails or support queries.
- 4.5. Feedback: Voluntary feedback you provide, such as through surveys or direct responses.
- 4.6. Other Information: Any additional information you choose to share, such as through our contact forms.

## **5. Cookies and Tracking Technologies**

I Pay Global FZC uses cookies to enhance the functionality of our websites. You can manage cookie settings through your browser, and previously stored cookies can be deleted manually or automatically.

## **6. Purpose of Data Collection**

We collect and process Personal Data for the following reasons:

- 6.1. Providing Services: To manage your account and deliver our products and services according to our contractual obligations.
- 6.2. Customer Support: To investigate issues and respond to inquiries.
- 6.3. Communication: To send you updates or respond to requests, either through our websites or direct communication.
- 6.4. Service Improvements: We analyze feedback and usage patterns to continuously enhance our products and services.
- 6.5. Marketing: We may use your data to provide personalized content and offers, either on our platform or via third-party channels.
- 6.6. Security: To protect our systems and services from unauthorized access or misuse.
- 6.7. Legal Compliance: We may process data to fulfill legal or regulatory obligations, including fraud prevention and auditing.

## **7. Marketing and Promotional Activities**

With your consent, I Pay Global FZC may use your data to send you marketing communications about our products and services, either directly or through third-party partners. You can opt out of these communications at any time by following the unsubscribe link in our emails or contacting us as outlined below.

## **8. Sharing and Disclosure of Personal Data**

We may share your Personal Data with:

- 8.1. Service Providers: Third parties that assist us in delivering our services, including payment processors, cloud service providers, and marketing partners.
- 8.2. Affiliates: I Pay Global FZC affiliates for internal business purposes.
- 8.3. Partners: Third-party partners for joint marketing campaigns or events.
- 8.4. Regulatory Bodies: Government or law enforcement agencies as required by law.

We ensure that these parties only use your Personal Data in compliance with this Policy and applicable data protection laws.

## **9. International Data Transfers**

As a global company, we may transfer your Personal Data to jurisdictions outside your own, including countries that may not have equivalent data protection laws. However, we will always implement appropriate safeguards to protect your data, such as data transfer agreements based on standard contractual clauses.

## **10. Data Security and Retention**

I Pay Global FZC employs industry-standard security measures to protect your Personal Data. While no system is completely secure, we are committed to protecting your information through encryption, access controls, and regular security assessments.

We retain your Personal Data only for as long as necessary to fulfill the purposes for which it was collected, or as required by law.

## **11. Your Rights**

Depending on your jurisdiction, you may have the following rights regarding your Personal Data:

- 11.1. Access: Request a copy of the data we hold about you.
- 11.2. Correction: Ask us to correct any inaccurate data.
- 11.3. Deletion: Request the deletion of your data in certain circumstances.
- 11.4. Objection: Object to the processing of your data for specific purposes.
- 11.5. Portability: Request your data in a structured, machine-readable format.

If you wish to exercise any of these rights, please contact us at [ipayglobal@ipayglobal.ai](mailto:ipayglobal@ipayglobal.ai).

## **12. Changes to this Policy**

I Pay Global FZC reserves the right to update this Privacy Policy from time to time. Any material changes will be communicated through our website or directly to you.

## **13. Contact Us**

For any questions or concerns regarding this Policy or your Personal Data, please contact our Data Protection Officer at [ipayglobal@ipayglobal.ai](mailto:ipayglobal@ipayglobal.ai).