We Value Your Privacy

Privacy and protection of your personal information are very important to us. We consider your personal data private and confidential, and we are committed to safeguarding it and providing you with the highest security standards. This policy outlines the type of information we collect, how we process it, and how we protect it.

Protecting Your Privacy

To help safeguard your personal information, we recommend the following:

- Regularly review your information through your account on the app or website to ensure its accuracy and promptly report any discrepancies.
- Use strong and unique passwords for your accounts and change them periodically to avoid potential security breaches.
- Never share your confidential information, such as your password, usage code, or One-Time Password (OTP), with anyone, even if they claim to be from the company or customer support.
- Do not share your personal information over the phone or online unless you are sure of the recipient's identity and always ensure that the communication is through secure and encrypted channels.

Nature of the Information We Collect and How We Use It

We collect information to provide our services and improve your experience. The data includes:

- Information you provide through service forms, such as name, address, ID number, occupation, income, and any other information obtained through customer identification forms or data update processes.
- Your financial transaction history, including balances and payment records.
- Information received from official or regulatory authorities.

How We Use Your Information

We use your personal data to deliver the services you request, update your records, understand your financial needs, and ensure compliance with the Central Bank of Jordan's regulations and applicable laws, as well as to protect against fraud.

Data Processing

Data is processed using secure systems to prevent unauthorized access, alteration, or disclosure. Processing takes place at the company's headquarters and/or through authorized external service providers.

Required Permissions

The app or website may request certain permissions to efficiently provide services, including:

- **Location Access**: To determine your approximate or exact location, enabling location-based services such as finding the nearest branch or service point.
- **Camera Access**: To access the camera for capturing images or videos as needed, such as uploading identification documents or conducting video identity verification.
- **Phone Access**: To access phone network information and phone numbers for security authentication or to contact you when necessary.
- **Storage Access**: To read and add files to external storage, such as saving payment receipts or uploading documents requested by the user.

Data Retention Period
We retain data for the period necessary to provide services or as required by law.

User Rights
Users have the right to access their data, request corrections or updates, and object to processing in accordance with applicable laws.

Sending Emails to the Company
When you send inquiries or requests via email, we use your email address to respond to your questions or any information included in the message. Correspondence may be stored for quality assurance or legal compliance purposes.

Using Another Person's Data
The user is fully responsible for any personal data entered into or used on behalf of another person and must ensure they have the legal consent of the data owner. Elaf Jordan for Integrated Solutions reserves the right to take all necessary legal action in the case of unauthorized use of personal data.

Policy Changes
Elaf Jordan for Integrated Solutions reserves the right to amend this Privacy Policy at any time. Users will be notified of any changes via the website or app. It is recommended that users review this policy periodically to stay informed about any updates.