



**Privacy policy**

This website is owned and managed by Atarjamat. We take our responsibilities regarding the protection of personal information very seriously.

### **Purpose of this policy**

We respect your privacy and take the protection of Personal Information very seriously. The purpose of this policy is to describe the way we collect, store, use and protect information.

### **This policy explains:**

#### **Why we need your personal information**

When you use services provided on this website, you will be asked to provide certain information such as your name, contact details.

we will store this information and hold it on computers, computerized storage centers or otherwise. We will use this information, by way of example and without limitation, in some and/or all of the following ways:

- to fulfill our agreement with you, or contacting you if there is a problem
- to answer any queries which you may send to us by e-mail;
- in order to conduct customer satisfaction surveys;
- to meet our legal compliance obligations;
- for recruitment and careers purposes
- for human resources management and employment matters.



## How we use your personal information

**If you are a customer,** the information you provide or that is obtained by us on this website, via our call centre to provide you and other customers (via post, email, telephone or otherwise) with information about services we think you will find valuable.

We Conduct Complete background investigations on personnel having access to client specific computer networks on client specific information systems.

**If you are a candidate or user for recruitment, employment and/or human resources purposes,** the information and/or data that you provide or that is obtained by us on this website or otherwise, will be used by us and/or our affiliates to process your query, request or application. We may also inform you about any relevant opportunities or services, where you have registered to receive these.

We may contact you by post, email, telephone (including SMS) or fax for these purposes. We may also use and analyse the information and/or data that we collect so that we can review, administer, support, improve and develop our business and the services which we offer.

## To whom we disclose your personal information

Atarjamat does not sell or trade your personal information to third parties.  
**If you are a customer,**

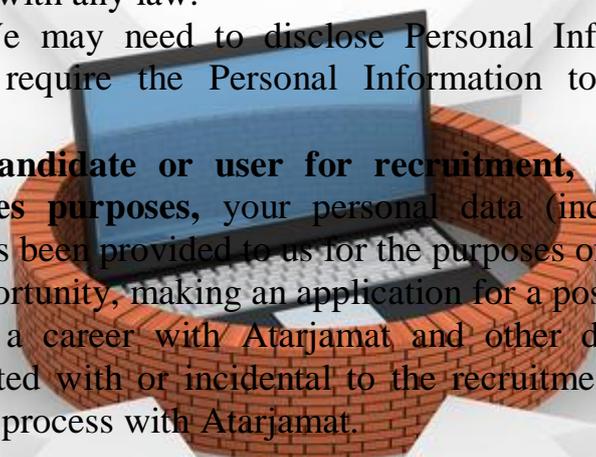
-Sharing: We do not share your Personal Information.

-Law enforcement: We may disclose Personal Information if required

- by a subpoena or court order;
- to comply with any law.

- Employees: We may need to disclose Personal Information to our employees that require the Personal Information to do their jobs.

**If you are a candidate or user for recruitment, employment or human resources purposes,** your personal data (including sensitive personal data) has been provided to us for the purposes of enquiring about a position or opportunity, making an application for a position, registering your interest in a career with Atarjamat and other direct or indirect purposes associated with or incidental to the recruitment/careers and/or human resources process with Atarjamat.



## **Access to/correction & updating of personal information**

You have the right to see personal information we keep about you. We will endeavor to provide the information you require within a reasonable time.

If your personally identifiable information changes, or if you no longer desire our service, we provide a way to correct, update or remove your personal information provided to us.

## **Security of Personal Information**

Generally we use computer safeguards such as firewalls to protect Personal Information. We also follow strict security procedures in the storage and disclosure of information which you have given us to prevent unauthorised access. Should we be required to disclose sensitive information to you, we may request proof of identity in adherence with our security procedures before we are able to do so.

## **Reporting and Investigations:**

### **Obligation to Report:**

In order to protect employees and avoid legal exposure, employees should report any concerns about violations of the Code and take appropriate remedial actions when violations are discovered.

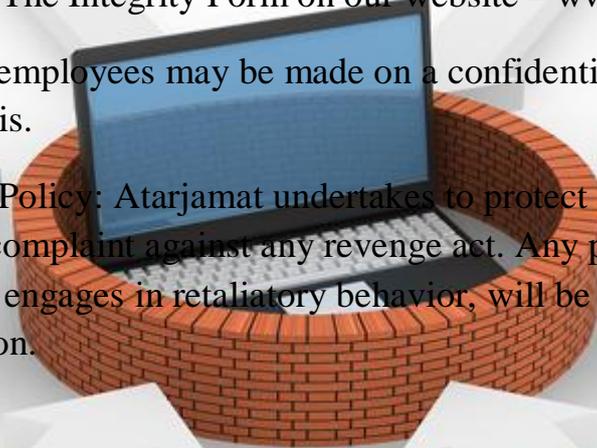
### **Filing a Complain:**

If the employee notices any violation of this code or any regulations, he/she should start reporting the violation in a written form (using the form uploaded on the company website) and to deliver it directly to the integrity committee by hand or through the website.

-You Can Find The Integrity Form on our website – [www.atarjamat.com](http://www.atarjamat.com)

Complaints by employees may be made on a confidential, anonymous basis.

**Non Retaliation Policy:** Atarjamat undertakes to protect the employee who is filling a complaint against any revenge act. Any person, regardless of position, who engages in retaliatory behavior, will be subject to disciplinary action.



## **Incident Management Reporting**

All employees must promptly report potential incidents to the appropriate individual with delegated authority. At the direction of the individual with delegated authority, or his or her designee, workforce members must provide full assistance as needed with the incident management processes.

## **Incident Management Oversight**

On behalf of the institution, the following individuals are responsible for the oversight, direction, and decisions related to investigations and notifications:

- 1- President
- 2- Information security and privacy governance member

### **Incident Management Process**

Each individual with delegated authority for incidents is responsible for developing, maintaining, and following an incident management process through the following elements:

#### **A. Assign Incident**

The delegated person is responsible for managing the incident.

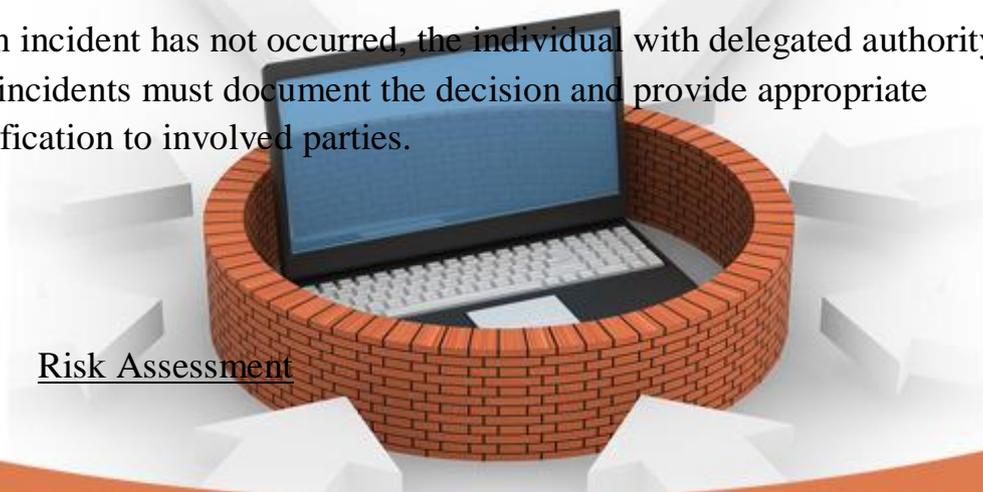
#### **B. Identification and Preservation of Evidence**

The delegated person must investigate to be sure the incident has really occurred.

If an incident has occurred, he must preserve evidence and document processes.

If an incident has not occurred, the individual with delegated authority for the incidents must document the decision and provide appropriate notification to involved parties.

#### **C. Risk Assessment**



The delegated person is responsible for assessing the data involved, the risk to the company, and the potential harm to the clients. He is responsible for engaging other areas of the company during the assessment process, as needed, to determine:

- Potential legal, regulatory and financial risks.
- The party (client, employee or supplier) that may be required for next steps based on the circumstances involved in the incident.

#### D. Containment

Based on the risk assessment the individual with delegated authority for incidents, is responsible for taking actions to stop harm caused by the incident, if any.

#### E. Communication and Notification

Communication and notification to persons or third parties affected by an incident will be made as directed by the delegated person and are to be carried out in accordance with applicable legal, regulatory, or contractual requirements.

#### F. Mitigation

Efforts to address the weakness that caused the incident may begin at any time, as appropriate. The individual with delegated authority for incidents, or designee, may also require the departmental unit(s) involved in the incident to develop a remediation plan.

#### G. Recovery

Once evidence is preserved the department(s) involved in the incident may begin restoring the affected systems or services back to an operational state.

#### H. Records Management

For all incidents, the delegated person must prepare a written summary that includes the pertinent details of the incident and serves as the final and official record for the company to be maintained.



### **Changes to the privacy policy**

If we decide to change our privacy policy, we will post the changes on our website so you are aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify you by way of an e-mail. You will have a choice as to whether or not we use your information in this manner.

