

# Privacy Policy

*Last updated: 10 March 2026*

## 1. Introduction

**Nergy Technologies FZ-LLC** (“Nergy”, “we”, “us” or “our”) is a Free Zone Limited Liability Company registered in Dubai, United Arab Emirates under licence number 107267. Our registered address is Premises No. DMC-BLD05-VD-G00-126, Ground Floor, DMC5, Dubai Media City, Dubai, United Arab Emirates. We respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, share and store personal data when you use our website and personal account service (“Services”). It also describes your rights under the UAE Federal Decree-Law No. 45 of 2021 regarding the Protection of Personal Data (PDPL). By accessing or using our Services or otherwise providing personal data to us, you acknowledge that you have read and understood this Policy. If you do not agree with its terms, please do not use our Services.

## 2. Lawful Basis for Processing

We collect and process personal data only when we have a lawful basis under the PDPL. For our current Services, the lawful bases are:

- **Consent** – you give us your explicit consent to process your email address for the purpose of sending a one-time code or password to log into your personal account. You may withdraw your consent at any time; this does not affect the legality of prior processing.
- **Contractual necessity** – processing your email is necessary to create and maintain your user account, provide you with access to our Services and communicate login credentials.
- **Legal obligation** – to the extent we are required by UAE law to maintain records of user interactions or respond to lawful requests.

## 3. Personal Data Collected

We collect only the following personal data for your use of the personal account service:

- **Email address** – we require your email address to send a login code or password for authentication and to communicate with you regarding your account.
- **Cookies** – we use cookies on our website to remember your session, maintain your login state and facilitate secure access to your personal account. Cookies may also collect basic technical information such as IP address and browser type to ensure the website functions properly.

We do not collect any other personal data or special categories of data through our Services.

## 4. Purpose of Processing

Your email address and cookies are used solely for the following purposes:

- To authenticate you and provide access to your personal account by sending a one-time code or password via email.
- To maintain your session and preferences through cookies so that you remain logged in and can navigate the site without re-entering your credentials.
- To communicate with you regarding account issues, security notifications or support queries.
- To comply with legal obligations and protect our legitimate interests, such as preventing fraud or misuse of the personal account system.

## **5. Cookies**

Cookies are small text files stored on your device by your browser. We use cookies only to manage your session, remember your preferences and enhance the security of your personal account. Some cookies are essential for the operation of our website and cannot be disabled. You can control or delete cookies through your browser settings, but this may affect your ability to use our Services.

## **6. Data Security**

We implement appropriate technical and organisational measures to protect your email address and session data against unauthorised access, alteration or loss. These measures include encryption of data in transit, secure storage, access controls and regular security testing. However, no system is completely secure; we encourage you to use a strong email password and keep your email account secure.

## **7. Data Sharing and Transfers**

We do not sell your personal data. We may share your email address and cookie-related data only in the following limited circumstances:

- Service providers – with providers who assist us in operating the personal account system (e.g., email service providers or hosting providers). These providers process data only on our instructions and under confidentiality obligations.
- Legal requirements – when required by law or by authorised authorities under UAE legislation.
- Corporate transactions – during mergers, acquisitions or reorganisations, provided the recipient continues to comply with this Policy.

We do not transfer your personal data outside the UAE unless permitted under the PDPL. If international transfers become necessary, we will ensure they comply with PDPL requirements by using adequate protection measures or obtaining your explicit consent.

## **8. Your Rights**

Under the PDPL, you have the following rights regarding your personal data:

- Right of access – to request information about the personal data we process and how we use it.
- Right to rectification and erasure – to correct inaccuracies or request deletion of your email address from our records.
- Right to restrict or stop processing – to require us to restrict or stop using your email address if processing is unlawful or unnecessary.
- Right to withdraw consent – to withdraw your consent to receive login codes and account communications at any time.

To exercise any of these rights or if you have questions about this Policy, please contact us at [info@nergy.team](mailto:info@nergy.team). We may request proof of your identity and will respond within the timeframe prescribed by the PDPL.

## **9. Changes to this Policy**

We may update this Policy from time to time to reflect changes in law or our practices. We will post the updated Policy on our website with a new “Last updated” date. Your continued use of the Services after any update signifies your acceptance of the changes.

## **10. Contact Information**

If you have questions or concerns about this Policy or our data practices, please contact us:

Nergy Technologies FZ-LLC  
Premises No. DMC-BLD05-VD-G00-126, Ground Floor, DMC5, Dubai Media City  
Dubai, United Arab Emirates  
Licence number: 107267  
Email: [info@nergy.team](mailto:info@nergy.team)