

# YALLAHSIR PRIVACY POLICY

*Last Updated: January 10, 2026*

*Effective Date: January 10, 2026*

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## 1. INTRODUCTION AND SCOPE

### 1.1 Our Commitment to Privacy

YallahSir Ltd ("**YallahSir**," "**we**," "**us**," "**our**") is committed to protecting your privacy and ensuring the security of your personal data. This Privacy Policy explains how we collect, use, store, share and protect your personal information when you use the YallahSir Platform.

### 1.2 Scope of This Policy

This Privacy Policy applies to:

- All Users and Drivers who create accounts on the Platform
- Visitors to our website and mobile application
- Anyone who communicates with us via email, phone or other channels
- Personal data collected through bookings, payments and platform interactions

## 1.3 Acceptance

By using the YallahSir Platform, you acknowledge that you have read, understood and agreed to this Privacy Policy. If you do not agree, please do not use our Platform.

## 1.4 Compliance with Data Protection Laws

We comply with:

- **General Data Protection Regulation (GDPR)** - EU Regulation 2016/679
  - **Irish Data Protection Act 2018**
  - **UK Data Protection Act 2018** (for UK users)
  - Other applicable national and international data protection laws
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## 2. DATA CONTROLLER INFORMATION

### 2.1 Identity of Data Controller

The data controller responsible for your personal data is:

**YallahSir Ltd**

A company registered in the Republic of Ireland

**Contact Email:** [privacy@yallahsir.com](mailto:privacy@yallahsir.com)

**Data Protection Email:** [dpo@yallahsir.com](mailto:dpo@yallahsir.com)

### 2.2 Data Protection Officer

We have appointed a Data Protection Officer (DPO) who is responsible for overseeing questions in relation to this Privacy Policy and our data protection practices.

**Data Protection Officer Contact:**

Email: [dpo@yallahsir.com](mailto:dpo@yallahsir.com)

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## 3. TYPES OF PERSONAL DATA WE COLLECT

We collect and process the following categories of personal data:

### 3.1 Account and Identity Information

- Full legal name
- Email address
- Mobile phone number
- Date of birth
- Residential or business address
- Username and password (encrypted)
- Profile photograph (optional)
- Government-issued identification (passport, ID card, driving licence)
- Proof of address documents

## 3.2 Driver-Specific Information

For Drivers who offer Transport Services, we collect:

- Driving licence number and expiry date
- Vehicle registration details
- Professional transport operator licence (if applicable)
- Insurance policy details and coverage
- Tax identification number
- Business registration documents
- Criminal background check results (where legally permitted)
- Bank account and payment details

## 3.3 Transaction and Payment Information

- Payment card details (securely processed by third-party payment providers)
- Bank account details (for payouts to Drivers)
- Transaction history and invoices
- Booking details (collection and delivery addresses, shipment descriptions, pricing)
- Payment status and disputes

## 3.4 Location and Tracking Data

- GPS location data (when Driver shares location during active shipments)
- IP address and device location
- Collection and delivery addresses
- Route and travel history

## 3.5 Communications and User Content

- Messages exchanged between Users and Drivers via the Platform
- Customer support communications (emails, chat logs, phone call recordings)
- Reviews and ratings posted by Users and Drivers
- Feedback and complaints
- Photographs of shipments, proof of delivery, damage reports

## 3.6 Technical and Usage Data

- Device information (device type, operating system, browser type)
- IP address and geolocation
- Platform usage data (pages viewed, features used, time spent)
- Cookies and similar tracking technologies
- Log files and error reports

## 3.7 Marketing and Preferences

- Marketing communication preferences (opt-in/opt-out status)
  - Language and currency preferences
  - Notification settings
-

## 4. HOW WE COLLECT YOUR PERSONAL DATA

We collect personal data through the following methods:

### 4.1 Information You Provide Directly

- When you create an account on the Platform
- When you complete your profile or verify your identity
- When you book or offer Transport Services
- When you upload documents, photos or other content
- When you contact customer support
- When you participate in surveys, promotions or feedback requests

### 4.2 Information Collected Automatically

- Device and browser information through cookies and similar technologies
- Usage data and analytics (pages visited, features used, interactions)
- Location data (when you enable location services on your device)
- IP address and network information

### 4.3 Information from Third Parties

We may receive personal data from:

- **Identity verification providers** (for KYC and background checks)
- **Payment processors** (transaction details, fraud detection)
- **Credit reference agencies** (for Driver verification)
- **Public databases and registers** (sanctions screening, company registries)
- **Social media platforms** (if you choose to link your social media account)

### 4.4 Information from Other Users

- Reviews and ratings posted by other Users or Drivers
- Dispute complaints and evidence submitted by counterparties
- Referrals from existing Users

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## 5. LEGAL BASIS FOR PROCESSING PERSONAL DATA

Under GDPR, we process your personal data based on the following legal grounds:

### 5.1 Contract Performance (Article 6(1)(b) GDPR)

Processing is necessary to:

- Create and manage your account
- Facilitate bookings and transactions between Users and Drivers
- Process payments and invoices
- Provide customer support and resolve disputes
- Enforce our Terms and Conditions

## 5.2 Legal Obligation (Article 6(1)(c) GDPR)

Processing is required to comply with:

- Tax and accounting regulations
- Anti-money laundering (AML) and counter-terrorist financing (CTF) laws
- Sanctions screening and fraud prevention obligations
- Data retention requirements for financial records
- Court orders, legal proceedings and law enforcement requests

## 5.3 Legitimate Interests (Article 6(1)(f) GDPR)

We process data based on our legitimate interests to:

- Prevent fraud, abuse and security threats
- Improve Platform functionality and user experience
- Conduct data analytics and market research
- Send service-related notifications (non-marketing)
- Enforce intellectual property rights and Platform policies

We balance these interests against your privacy rights and will not process data in ways that override your fundamental rights.

## 5.4 Consent (Article 6(1)(a) GDPR)

For certain processing activities, we rely on your explicit consent:

- Marketing communications (promotional emails, SMS, push notifications)
- Optional location tracking and GPS sharing
- Linking social media accounts
- Participation in surveys and feedback programs

You may withdraw consent at any time without affecting the lawfulness of processing based on consent before withdrawal.

## 5.5 Vital Interests (Article 6(1)(d) GDPR)

In rare cases, processing may be necessary to protect your life or the life of another person (e.g., emergency medical situations during transport).

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# 6. HOW WE USE YOUR PERSONAL DATA

We use your personal data for the following purposes:

## 6.1 Platform Services and Account Management

- Creating, maintaining and securing your account
- Verifying your identity and conducting background checks
- Enabling Users and Drivers to discover, communicate and transact
- Facilitating bookings, tracking and proof of delivery
- Processing payments and distributing funds

## 6.2 Customer Support and Dispute Resolution

- Responding to inquiries, complaints and support requests
- Investigating disputes between Users and Drivers
- Providing non-binding mediation and recommendations
- Collecting evidence and facilitating communication

## 6.3 Safety, Security and Fraud Prevention

- Detecting and preventing fraudulent activity, chargebacks and abuse
- Monitoring for suspicious patterns and prohibited items
- Conducting sanctions screening and watchlist checks
- Investigating security incidents and breaches
- Enforcing Platform policies and Terms and Conditions

## 6.4 Legal Compliance and Law Enforcement

- Complying with tax, accounting and financial reporting obligations
- Responding to court orders, subpoenas and legal requests
- Cooperating with law enforcement investigations
- Defending against legal claims and proceedings
- Reporting suspected criminal activity to authorities

## 6.5 Platform Improvement and Analytics

- Analyzing usage patterns and user behavior
- Improving Platform functionality, design and user experience
- Conducting research and development of new features
- Testing and optimizing performance and security
- Generating aggregated, anonymized statistics

## 6.6 Marketing and Communications (with Consent)

- Sending promotional emails, SMS and push notifications about new features, offers and updates
- Personalizing marketing content based on your preferences and activity
- Conducting surveys and feedback requests
- Informing you about referral programs and incentives

You may opt out of marketing communications at any time.

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# 7. DATA SHARING AND DISCLOSURE

We share your personal data with the following categories of recipients:

## 7.1 Between Users and Drivers

When you book or offer Transport Services:

- **Users can see:** Driver name, profile photo, ratings, vehicle details, approximate location (during active shipments)
- **Drivers can see:** User name, contact information, collection and delivery addresses, shipment details

This sharing is necessary to facilitate the transport contract between User and Driver.

## 7.2 Payment Processors and Financial Institutions

We share payment information with:

- **Payment service providers** (Stripe, PayPal, etc.) to process transactions
- **Banks and card networks** to facilitate payments and payouts
- **Fraud detection services** to prevent fraudulent transactions

These third parties process payment data under their own privacy policies and security standards (PCI-DSS compliance).

## 7.3 Identity Verification and Background Check Providers

We share identity documents with:

- **KYC (Know Your Customer) verification services** to confirm identity
- **Background check providers** to screen Drivers for criminal records (where legally permitted)
- **Sanctions screening services** to ensure compliance with AML/CTF regulations

## 7.4 Cloud Hosting and IT Service Providers

We use third-party infrastructure and services to host, store and process data:

- Cloud storage providers (AWS, Google Cloud, Microsoft Azure)
- Database and server hosting services
- Analytics and monitoring tools
- Customer support platforms (Zendesk, Intercom, etc.)

These providers operate under strict data processing agreements and security standards.

## 7.5 Law Enforcement and Regulatory Authorities

We may disclose personal data to:

- Police, customs and border control agencies (for investigations)
- Tax authorities (for tax compliance and reporting)
- Courts and arbitrators (in legal proceedings)
- Regulatory bodies (for compliance audits and investigations)
- National security agencies (when legally required)

## 7.6 Legal and Professional Advisors

We may share data with:

- Lawyers and legal counsel (for legal advice and representation)
- Accountants and auditors (for financial reporting and compliance)
- Insurance providers (for claims and risk management)

## 7.7 Business Transfers and Acquisitions

In the event of a merger, acquisition, sale of assets or insolvency:

- Your personal data may be transferred to the acquiring entity
- We will notify you of any change in data controller
- Your privacy rights will continue to be protected under applicable law

## 7.8 Aggregated and Anonymized Data

We may share aggregated, anonymized data that cannot identify individuals:

- Industry reports and statistics
- Research publications and academic studies
- Marketing and promotional materials

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# 8. INTERNATIONAL DATA TRANSFERS

## 8.1 Cross-Border Transfers

The YallahSir Platform operates across multiple countries. Your personal data may be transferred to and processed in countries outside the European Economic Area (EEA), including:

- Morocco, Algeria, Tunisia (North Africa)
- United States (cloud hosting providers)
- Other jurisdictions where our service providers operate

## 8.2 Safeguards for International Transfers

When we transfer personal data outside the EEA, we ensure adequate protection through:

### (a) European Commission Adequacy Decisions

Transfers to countries recognized by the EU as providing adequate data protection (e.g., UK, Switzerland, Canada).

### (b) Standard Contractual Clauses (SCCs)

We use EU-approved Standard Contractual Clauses with third-party processors in countries without adequacy decisions.

### (c) Binding Corporate Rules

For transfers within multinational organizations that have approved BCRs.

### (d) Derogations for Specific Situations

In limited cases, transfers may occur based on:

- Your explicit consent
- Performance of a contract between you and a third party
- Important public interest grounds
- Legal claims or proceedings

## 8.3 Your Rights Regarding International Transfers

You have the right to:

- Request information about safeguards in place for international transfers
- Object to transfers in certain circumstances
- Withdraw consent (if transfer is based on consent)

Contact our Data Protection Officer for more information: [dpo@yallahsir.com](mailto:dpo@yallahsir.com)

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## 9. DATA RETENTION AND STORAGE

### 9.1 Retention Periods

We retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy and comply with legal obligations.

#### Retention Schedule:

| Data Category                         | Retention Period                        | Legal Basis                               |
|---------------------------------------|---|---|
| Account information (active accounts) | Duration of account + 1 year            | Contract performance                      |
| Transaction and payment records       | 7 years from transaction date           | Tax and accounting laws (Ireland)         |
| Identity verification documents       | 5 years from account closure            | AML/CTF regulations                       |
| Communications and support logs       | 3 years from last interaction           | Legitimate interests (dispute resolution) |
| Marketing communications data         | Until consent withdrawn + 6 months      | Consent / legitimate interests            |
| GPS and location data                 | 30 days from shipment completion        | Contract performance                      |
| Reviews and ratings                   | Indefinitely (unless removal requested) | Legitimate interests (trust and safety)   |
| Anonymized analytics data             | Indefinitely                            | No personal data                          |

## 9.2 Account Deletion

When you close your account or request deletion:

- We will delete or anonymize personal data that is no longer required
- We may retain certain data for legal compliance (tax records, fraud prevention)
- Data subject to legal holds or ongoing investigations will be retained until resolved

## 9.3 Inactive Accounts

Accounts inactive for 6+ months may be suspended. Accounts inactive for 2+ years may be deleted, subject to legal retention requirements.

## 9.4 Storage Location

Your data is stored on secure servers located in:

- European Union (primary data center)
- Ireland (local data storage)
- Backup servers in EEA-compliant jurisdictions

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# 10. YOUR PRIVACY RIGHTS UNDER GDPR

As a data subject under GDPR, you have the following rights:

## 10.1 Right of Access (Article 15 GDPR)

You have the right to request:

- Confirmation of whether we process your personal data
- A copy of your personal data
- Information about processing purposes, categories, recipients and retention periods

**How to exercise:** Email [dpo@yallahsir.com](mailto:dpo@yallahsir.com) with subject line "Data Access Request"

**Response time:** Within 1 month (may be extended by 2 months for complex requests)

## 10.2 Right to Rectification (Article 16 GDPR)

You have the right to:

- Correct inaccurate personal data
- Complete incomplete personal data

**How to exercise:** Update your profile directly on the Platform or email [dpo@yallahsir.com](mailto:dpo@yallahsir.com)

## 10.3 Right to Erasure ("Right to be Forgotten") (Article 17 GDPR)

You have the right to request deletion of your personal data when:

- Data is no longer necessary for the purposes collected
- You withdraw consent (where processing is based on consent)
- You object to processing (and no overriding legitimate grounds exist)
- Data has been unlawfully processed

- Deletion is required for legal compliance

**Exceptions:** We may refuse erasure if data is required for:

- Legal compliance (tax, accounting, AML/CTF)
- Legal claims or proceedings
- Public interest or scientific research

**How to exercise:** Email [dpo@yallahsir.com](mailto:dpo@yallahsir.com) with subject line "Erasure Request"

## 10.4 Right to Restriction of Processing (Article 18 GDPR)

You have the right to request restriction (but not deletion) when:

- You contest the accuracy of data (restriction during verification)
- Processing is unlawful but you prefer restriction over erasure
- We no longer need the data but you need it for legal claims
- You have objected to processing (restriction pending verification)

**How to exercise:** Email [dpo@yallahsir.com](mailto:dpo@yallahsir.com) with subject line "Restriction Request"

## 10.5 Right to Data Portability (Article 20 GDPR)

You have the right to:

- Receive your personal data in a structured, machine-readable format (e.g., CSV, JSON)
- Request direct transfer to another data controller (where technically feasible)

**Applies to:** Data provided by you and processed based on consent or contract performance

**How to exercise:** Email [dpo@yallahsir.com](mailto:dpo@yallahsir.com) with subject line "Data Portability Request"

## 10.6 Right to Object (Article 21 GDPR)

You have the right to object to processing based on:

- Legitimate interests (unless we demonstrate compelling legitimate grounds)
- Direct marketing (absolute right - we must stop immediately)
- Profiling and automated decision-making

**How to exercise:** Email [dpo@yallahsir.com](mailto:dpo@yallahsir.com) or use opt-out links in marketing emails

## 10.7 Right to Withdraw Consent (Article 7(3) GDPR)

Where processing is based on consent, you have the right to withdraw consent at any time.

- Withdrawal does not affect the lawfulness of processing before withdrawal
- After withdrawal, we will stop processing unless we have another legal basis

**How to exercise:** Email [dpo@yallahsir.com](mailto:dpo@yallahsir.com) or update your preferences in Platform settings

## 10.8 Right to Lodge a Complaint (Article 77 GDPR)

You have the right to lodge a complaint with a supervisory authority if you believe we have violated your data protection rights.

**Ireland:** Data Protection Commission (DPC)

Website: [www.dataprotection.ie](http://www.dataprotection.ie)

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Phone: +353 (0)761 104 800

**Other EU/EEA Countries:** Contact your local data protection authority

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## 11. COOKIES AND TRACKING TECHNOLOGIES

### 11.1 What Are Cookies?

Cookies are small text files stored on your device when you visit our website or use our mobile application. They help us recognize your device and remember your preferences.

### 11.2 Types of Cookies We Use

#### (a) Strictly Necessary Cookies

Essential for Platform functionality:

- Session management and authentication
- Security and fraud prevention
- Load balancing and performance

**Legal basis:** Legitimate interests / contract performance

**No consent required**

#### (b) Performance and Analytics Cookies

Track usage and performance:

- Google Analytics (page views, session duration, bounce rate)
- Error tracking and diagnostics
- A/B testing and feature optimization

**Legal basis:** Consent (optional)

#### (c) Functionality Cookies

Remember your preferences:

- Language and currency settings
- Location preferences
- Display preferences (dark mode, layout)

**Legal basis:** Consent (optional)

#### (d) Marketing and Advertising Cookies

Personalize marketing content:

- Facebook Pixel, Google Ads tracking
- Retargeting and remarketing campaigns
- Conversion tracking

**Legal basis:** Consent (required)

### 11.3 Third-Party Cookies

We use cookies from third-party services:

- **Google Analytics** - website analytics
- **Facebook Pixel** - advertising and retargeting
- **Stripe** - payment processing
- **Intercom** - customer support chat
- **Hotjar** - user behavior analytics

These third parties may collect and process data under their own privacy policies.

### 11.4 Managing Cookies

You can control cookies through:

#### (a) Cookie Consent Banner

Accept or reject optional cookies when you first visit the Platform.

#### (b) Browser Settings

Most browsers allow you to:

- Block all cookies
- Delete existing cookies
- Accept cookies only from specific sites

**Note:** Blocking necessary cookies may affect Platform functionality.

#### (c) Opt-Out Tools

- Google Analytics Opt-Out: <https://tools.google.com/dlpage/gaoptout>
- Facebook Opt-Out: Adjust ad preferences in Facebook settings

### 11.5 Mobile App Tracking

Our mobile app uses:

- **Device identifiers** (IDFA for iOS, AAID for Android)
- **Push notification tokens**
- **Location services** (when enabled)

You can manage permissions in your device settings (Settings > Privacy > YallahSir).

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## 12. SECURITY MEASURES

### 12.1 Technical and Organizational Measures

We implement industry-standard security measures to protect your personal data:

#### (a) Encryption

- TLS/SSL encryption for data in transit
- AES-256 encryption for sensitive data at rest
- Encrypted database backups

#### (b) Access Controls

- Role-based access control (RBAC) for employees
- Multi-factor authentication (MFA) for admin accounts
- Regular access reviews and audits

#### (c) Network Security

- Firewalls and intrusion detection systems (IDS)
- DDoS protection and rate limiting
- Secure API authentication (OAuth 2.0, JWT tokens)

#### (d) Application Security

- Regular security testing and vulnerability assessments
- Penetration testing by third-party security firms
- Secure development lifecycle (SDLC) practices
- Input validation and SQL injection prevention

#### (e) Physical Security

- Data centers with 24/7 surveillance and access control
- Environmental controls (fire suppression, cooling)
- Redundant power and network infrastructure

#### (f) Employee Training

- Mandatory data protection and security training
- Confidentiality agreements and NDAs
- Background checks for employees with data access

### 12.2 Data Breach Response

We monitor for security incidents and have procedures to:

- Detect and contain breaches promptly
  - Assess the risk and impact on data subjects
  - Notify affected individuals and supervisory authorities within 72 hours (as required by GDPR Article 33)
  - Implement remedial measures to prevent recurrence
-

## 13. DATA BREACH NOTIFICATION

### 13.1 Our Obligations

In the event of a personal data breach, we will:

#### **(a) Notify the Supervisory Authority**

Within 72 hours of becoming aware of the breach (GDPR Article 33), unless the breach is unlikely to result in a risk to your rights and freedoms.

#### **(b) Notify Affected Data Subjects**

Without undue delay (GDPR Article 34), if the breach is likely to result in a high risk to your rights and freedoms.

### 13.2 What We Will Tell You

Breach notifications will include:

- Nature of the breach (what happened)
- Categories and approximate number of data subjects affected
- Categories and approximate number of records affected
- Likely consequences of the breach
- Measures taken or proposed to address the breach
- Contact details for further information (DPO)

### 13.3 Your Actions

If you are notified of a breach:

- Change your password immediately
- Monitor your account for suspicious activity
- Be alert for phishing attempts or fraud
- Contact us if you have questions: [dpo@yallahsir.com](mailto:dpo@yallahsir.com)

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## 14. CHILDREN'S PRIVACY

### 14.1 Age Restriction

The YallahSir Platform is not intended for children under the age of 18. We do not knowingly collect or process personal data from children.

### 14.2 Parental Consent

If we discover that we have inadvertently collected personal data from a child under 18 without parental consent, we will:

- Delete the data immediately
- Terminate the account
- Notify the parent or guardian (if contact information is available)

### 14.3 Reporting Underage Users

If you believe a child under 18 has created an account, please contact us immediately at: [privacy@yallahsir.com](mailto:privacy@yallahsir.com)

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## 15. MARKETING COMMUNICATIONS AND OPT-OUT

### 15.1 Types of Marketing Communications

With your consent, we may send:

- Promotional emails about new features, offers and updates
- SMS messages with special deals and referral programs
- Push notifications on mobile devices
- Personalized recommendations based on your activity

### 15.2 Consent and Legal Basis

We only send marketing communications based on:

- **Explicit consent** (opt-in checkbox during registration)
- **Soft opt-in** (for existing customers regarding similar services)

We will not sell or rent your personal data to third parties for their marketing purposes.

### 15.3 How to Opt Out

You can opt out at any time through:

#### (a) Unsubscribe Links

Click "Unsubscribe" at the bottom of any marketing email.

#### (b) Platform Settings

Manage notification preferences in your account settings.

#### (c) Email Request

Email [privacy@yallahsir.com](mailto:privacy@yallahsir.com) with subject line "Marketing Opt-Out"

#### (d) SMS Opt-Out

Reply "STOP" to any marketing SMS

### 15.4 Service Communications

Please note: You cannot opt out of essential service communications, including:

- Account verification and security alerts
  - Booking confirmations and shipment updates
  - Payment receipts and invoices
  - Terms and Privacy Policy updates
  - Legal notices and compliance communications
-

## **16. THIRD-PARTY SERVICES AND LINKS**

### **16.1 Third-Party Websites and Apps**

The Platform may contain links to third-party websites, applications or services that are not controlled by YallahSir:

We are not responsible for:

- Privacy practices of third-party sites
- Content or security of external links
- Data collected by third parties

### **16.2 Third-Party Privacy Policies**

When you access third-party services:

- You are subject to their privacy policies and terms of use
- We encourage you to review their policies before providing personal data

### **16.3 Social Media Integration**

If you choose to link your social media accounts (Facebook, Google, etc.):

- We may access basic profile information (name, email, profile photo)
- Social media platforms may collect data about your interactions with our Platform
- Review their privacy settings and policies

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## **17. CHANGES TO THIS PRIVACY POLICY**

### **17.1 Updates and Amendments**

We reserve the right to update this Privacy Policy at any time to reflect:

- Changes in our data processing practices
- New legal requirements or regulatory guidance
- New features or services on the Platform
- Feedback from users and supervisory authorities

### **17.2 Notification of Changes**

When we make material changes:

- We will update the "Last Updated" date at the top of this Privacy Policy
- We will notify you via email (if you have an account)
- We will display a prominent notice on the Platform
- For significant changes, we may request your renewed consent

### 17.3 Continued Use

Continued use of the Platform after changes are published constitutes acceptance of the updated Privacy Policy.

### 17.4 Review Regularly

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your data.

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## 18. CONTACT INFORMATION AND DATA PROTECTION OFFICER

### 18.1 Privacy Questions and Requests

For any questions, concerns or requests regarding this Privacy Policy or your personal data, please contact:

**Email:** [privacy@yallahsir.com](mailto:privacy@yallahsir.com)

**Data Protection Officer:** [dpo@yallahsir.com](mailto:dpo@yallahsir.com)

#### **Company Information:**

YallahSir Ltd  
Republic of Ireland

### 18.2 Response Times

We aim to respond to all privacy inquiries and data subject requests within:

- **1 month** for standard requests (may be extended by 2 months for complex requests)
- **72 hours** for urgent security or breach-related matters

### 18.3 Supervisory Authority

If you are not satisfied with our response or believe we have violated your data protection rights, you have the right to lodge a complaint with the Irish Data Protection Commission:

#### **Data Protection Commission (DPC)**

21 Fitzwilliam Square South  
Dublin 2, D02 RD28  
Ireland

**Website:** [www.dataprotection.ie](http://www.dataprotection.ie)

**Email:** [info@dataprotection.ie](mailto:info@dataprotection.ie)

**Phone:** +353 (0)761 104 800

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## **ACKNOWLEDGMENT**

By using the YallahSir Platform, you acknowledge that:

- ✓ You have read and understood this Privacy Policy;
- ✓ You consent to the collection, use and disclosure of your personal data as described herein;
- ✓ You understand your privacy rights under GDPR and how to exercise them;
- ✓ You understand that you can withdraw consent or opt out of certain data processing activities at any time;
- ✓ You have had the opportunity to contact us with questions or concerns.

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**END OF PRIVACY POLICY**