

# Terms & Conditions

For use of any of Agthia's apps or web commerce system, please note the following:

1. In case of any disputes the law applicable would be based on the UAE Governing Law.
2. Agthia Group PJSC will NOT deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the law of UAE
3. Type of currency accepted for all transactions will be AED.
4. We receive payments through our service partner using Visa and MasterCard only.



5. If you make a payment for our products or services on our website, the details you are asked to submit will be provided directly to our payment provider via a secured connection.
7. The cardholder must retain a copy of transaction records and Merchant policies and rules.
8. Some of the advertisements you see on the Site are selected and delivered by third parties, such as ad networks, advertising agencies, advertisers, and audience segment providers. These third parties may collect information about you and your online activities, either on the Site or on other websites, through cookies, web beacons, and other technologies in an effort to understand your interests and deliver to you advertisements that are tailored to your interests. Please remember that we do not have access to, or control over, the information these third parties may collect. The information practices of these third parties are not covered by this privacy policy.

## REFUND POLICY

There is no cash refund on Irtawi Wallets or Cards. Once your wallet is topped-up with cash, it can only be redeemed against delivery of water bottles.

Other than the above, if there are applicable refunds against any purchase through "My Agthia" app or web commerce system, it would be refunded to the original mode of payment.

## CANCELATION POLICY

Cancellation request for your profile on "My Agthia" app or Agthia Web Commerce System can be placed through our call center (800 25 246). Once the matter is investigated with the Sales Operation team of Agthia, the cancellation process begins. Cancellation process can take up to 7 working days.

## DELIVERY

Delivery of first order for 5 Gallon water will be done within 48 working hours by Agthia Sales team at the doorstep of the address provided within UAE. Subsequent home delivery will be made on a weekly basis. Schedule of weekly deliveries will be shared via My Agthia app and Sales Staff delivering the products. For delivery of other products, the timelines will vary depending on the size and value of the purchase and the status of orders can be tracked through our web commerce system.

A Single order maybe split into multiple shipments, depending on the availability of the item. The cardholder should be aware of the possibility that multiple shipments may result in multiple postings to the cardholder's monthly statement."

# Privacy Policy for My Agthia App

This privacy policy governs your use of the software application *My Agthia* (“App”) for mobile devices that was created by Agthia Group PJSC. The App is published on the App Store (iOS) and Play Store (Android) and will enable consumers to schedule their delivery of Al Ain 5 gallon water bottles.

## What information does the App obtain and how is it used?

### User Provided Information

The App obtains the information you provide when you download and register the App. Registration with us is mandatory and you will not be able to use any of the features offered by the App unless you register with us.

When you register with us and use the App, you generally provide (a) your name, email address, password, mobile number and delivery address; (b) transaction-related information, such as when you make purchases, respond to any offers, or download or use apps from us; (c) information you provide us when you contact us for help; (d) credit card information for top-up of your wallet or your friend’s wallet and , and; (e) information you enter into our database when using the App, such as contact information.

We may also use the information you provided us to contact you from time to time to provide you with marketing promotions, important information and required notices.

All credit/debit cards’ details or information will NOT be stored, sold, shared, rented or leased to any third parties.

For use of any of Agthia’s apps or web commerce system, please note the following:

1. In case of any disputes the law applicable would be based on the UAE Governing Law.
2. The shipment/services of your company would not be given to the sanction countries like Afghanistan, Iran, Israel, North Korea, Somalia, Sudan, Syria and Yemen.
3. Type of currency accepted for all transactions will be AED.
4. We receive payments through our service partner using Visa and MasterCard only.

### Automatically Collected Information

In addition, the App may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the App.

## Does the App collect precise real time location information of the device?

When you visit the mobile application, we may use GPS technology (or other similar technology) to determine your current location in order to determine the city you are located within and display a location map with relevant advertisements. Agthia Group PJSC in any case, will not share your current location with any of the other users or partners.

If you do not want us to use your location for the purposes set forth above, you should turn off the location services for the mobile application located in your account settings or in your mobile phone settings and/or within the mobile app. Please note that on doing so, the map feature on your profile will not be available.

#### **Do third parties see and/or have access to information obtained by the App?**

Yes only with relevant third parties as prescribed below. We will share your information with third parties only in the ways that are described in this privacy statement.

We may disclose User Provided and Automatically Collected Information:

- as required by law, such as to comply with a subpoena, or similar legal process;
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government or regulatory authority request;
- with our trusted services providers who work on our behalf and who are signed up with a confidentiality agreement, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.

#### **What are my opt-out rights?**

You can stop all collection of information by the App by uninstalling the App. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile app marketplace or network.

#### **Data Retention Policy, Managing Your Information**

We will retain User Provided data for as long as you use the App and for up to two years thereafter. We will retain Automatically Collected information for up to 24 months and thereafter may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the App, please contact us at [info@agthia.com](mailto:info@agthia.com) and we will respond within 72 hours. Please note that some or all of the User Provided Data may be required in order for the App to function properly.

#### **Children**

We do not use the Application to knowingly solicit data from or market to children under the age of 18. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at [info@agthia.com](mailto:info@agthia.com). We will delete such information from our system within a reasonable time.

## **Security**

We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorized employees and contractors who need to know that information in order to operate, develop or improve our App. Please be aware that, although we endeavor to provide adequate security for information we process and maintain, no security system, method for transmission of data over the internet or electronic storage is 100% secure and prevent all potential and/ or intentional security breaches.

## **Changes**

This Privacy Policy may be updated from time to time for any reason and without user consent. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy here and informing you via email or text message. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes. You can check the history of this policy by clicking [here](#).

## **Your Consent**

By using the App, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which will take place within the United Arab Emirates. If you reside outside the United Arab Emirates your information will be transferred, processed and stored there under United Arab Emirates privacy standards.

## **Contact us**

If you have any questions regarding privacy while using the App, or have questions about our practices, please contact us via email at [info@agthia.com](mailto:info@agthia.com).