

Privacy Policy

The German Emirati Joint Council for Industry and Commerce (“AHK”, “we”, “us”), [U-Bora Tower, Office 2701, Al Abraj Street (Marasi Drive), Business Bay, PO Box 7480, Dubai, UAE] is committed to protecting your privacy. This privacy policy explains how we will be collecting and using your data in accordance to the General Data Protection Regulation (GDPR) (EU) 2016/679. This policy will also outline the rights and options entitled in this aspect to each individual. If you have any further questions or any specific individual question, please do not hesitate to contact us. We have another Privacy Policy regarding our Website <https://vae.ahk.de>, which is available there.

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Who is responsible for your personal data?

The data controller, who is responsible for the processing of your data is
Deutsch Emiratische Industrie- und Handelskammer (AHK)
German Emirati Joint Council for Industry and Commerce (AHK)
Dr. Martin Henkelmann, General Manager
U-Bora Tower, Office 2701, Al Abraj Street (Marasi Drive), Business Bay, PO Box 7480, Dubai,
UAE
Tel: +971-4-4470100
E-Mail: info@ahkuae.com

Which personal data do we collect?

Depending on the circumstances, the personal information we process may include any, a combination of, or all of the following personal information.

- Contact information, such as your name, job title, postal address, including your home address where you have provided this to us, business address, telephone number, mobile phone number, fax number and email address;
- Pictures of attendees and speakers at seminars we organize;
- Known Languages (German, English, and Arabic) so that we know in which language we should communicate with you.
- Bank account details or payment data, such as data necessary for VAT invoices and fraud prevention, including other related billing information; All payment transactions are handled by a third party to ensure your security.
- Further business information necessarily processed in a project or client contractual relationship with the AHK or voluntarily provided by you, such as instructions given, payments made, requests and projects;
- Details of your visits to our premises or where we got to know each other, for example networking events and, if applicable, at which fair you attended.

Please refer to the section „For which purposes will we use your personal data?“ for more details.

How do we collect your personal data?

We may collect and process personal data about you in a number of circumstances, including;

When you or the company you work for become(s) an AHK Member.

When you register for or attend a seminar or another AHK event;

When you sign up to receive our mailings and newsletters;

When you or your organization requests services from us;

When you or your organization offer to provide or provide services to us;

When you or your organization provides your business card or other means to contact you to us;

In some circumstances, we collect personal data about you from a third-party source. For example, we may collect personal data from your organization, other organizations with which you have dealings, an information or service provider or from a publicly available record.

Are you required to provide personal data?

As a general principle, you will provide us with your personal data entirely voluntarily; there are no detrimental effects for you if you choose not to consent or to provide personal data.

However, there are circumstances in which the AHK cannot take action without certain of your personal data, for example because this personal data is required to process inquiry or AHK Membership, invite you to an event or provide you with access to a web offering or newsletter. In these cases, it will unfortunately not be possible for us to provide you with what you request without the relevant personal data and we will notify you accordingly. Please refer to the section „For which purposes will we use your personal data?“ for more details about the nature of personal data necessary for certain services.

For which purposes will we use your personal data?

We may use your personal data for the following purposes only ("Permitted Purposes"):

- **Managing and administering your personal/individual membership relationship with the AHK**
We process your name, phone number, email address, postal address, home address if you provided us with the same, language preference as well as information with respect to membership related payments, accounting, auditing, billing and collection, support services (including bank account details), as data necessary for the performance of the membership contract, permitted on the basis of Article 6.1(b) GDPR;
- **Managing and administering your organization's membership relationship with the AHK, where you are the designated contact person or employee of your organization**
We process your name, job title, work phone number, work email address, professional postal address, as well as language preference as data necessary for the performance of the membership contract, permitted on the basis of Article 6.1(b) GDPR;
- **Managing and administering your registration to an event organized or trade fair represented by the AHK**
We process your name, phone number, email address, as well as information with respect to payments, accounting, auditing, billing and collection (including bank account details) if attendance to the event is chargeable, as data necessary for the performance of the underlying contract you entered into with us when you registered for the event and we accepted your registration, permitted on the basis of Article 6.1(b) GDPR;
- **Processing and responding to inquiries, and provide our services**
We process the information we receive with an enquiry, this may contain personal data, including but not limited to the name, phone number, job title, professional background, and email address of the contact person.

Where a contract is entered into with you as an individual, or with a company that you represent the processing of the data provided is necessary for the performance of the contract, and based on Article 6.1(b) GDPR.

Where we receive inquiries or provide services without entering into a contract with you, or the company that you represent, the processing of the data you provided is in our legitimate interest to know about the identity of a potential business partner or customer and to understand what services we may be able to offer for the benefit of members, customers and business partners. The legal basis for the processing of your personal information will therefore be Article 6.1(f) GDPR;

➤ **Managing and administering our information mailings and newsletter distribution**

We process your name, name of the organization you are working for, email address and other contact details with your consent and based on Article 6.1(a) GDPR. You are free to withdraw your consent at any time, this does however, not affect the lawfulness of our processing of your personal data during the period prior to your withdrawal. Please refer to section “Your rights” for more details;

➤ **Managing and administering our invitations to networking events, round table discussions, seminars, trade shows, or similar events**

We process your name, name of the organization you are working for, email address and other contact details with your consent and based on Article 6.1(a) GDPR. You are free to withdraw your consent at any time, this does however, not affect the lawfulness of our processing of your personal data during the period prior to your withdrawal. Please refer to section “Your rights” for more details;

➤ **Managing and administering our requests to participate in polls or surveys**

We process your name, name of the organization you are working for, email address and other contact details, based on an interest of the public for neutral trade organizations to collect economic data, understand concerns and areas of interest of the business community. The results of polls and surveys contain typically valuable information and benefit society, all members, business partners and contacts including yourself. The legal basis for the processing of your personal information will therefore be Article 6.1(e) GDPR;

➤ **Processing of any personal information you choose voluntarily to provide when registering and / or attending for a seminar or other event, as well as when you participate in a poll or survey**

We process all the data you provide during the registration process, respectively in a poll or survey based on your freely given consent to this processing, for the purpose that you are providing the specific data. The legal basis for the processing of your personal information will therefore be Article 6.1(a) GDPR. You are free to withdraw your consent at any time, this does however not affect the lawfulness of our processing of your personal data during the period prior to your withdrawal. Please refer to section “Your rights” for more details;

We may take pictures of you as attendee or speaker at a seminar or other event, publish such pictures on our website, or include the same into activity reports to illustrate the range of our services and high quality of our events. The legal basis for the processing of your personal information in this regard will therefore be Article 6.1(f) GDPR;

➤ **Bookkeeping and preparing our financial accounts**

We may process your personal data, including but not limited to names, addresses, tax identification numbers and bank account information where you are a member or representing a member, and where you registered for a chargeable event, to maintain proper financial accounts of the AHK in line with our legal obligations to do so, based on Article 6.1(c) GDPR.

With whom will we share your personal data?

Any personal data collected by us will be used by us for a Permitted Purpose (see above) only. If we would like to use the personal data for anything other than the Permitted Purposes (see above), such processing will only be performed when allowed under the GDPR, or after your prior permission has been requested and you have consented to the processing.

We may disclose your personal information to a recipient (i) for the purposes of outsourcing one or more of the Permitted Purposes-related functions described above; (ii) to confirm or update information provided by you; (iii) where this is required for the organization of a public event and permits or registrations with authorities need to be arranged; or (vi) where we are obliged by law to do so (e.g. reports to tax authorities).

Personal data about other people which you provide to us

If you provide personal data to us about someone else (such as one of your directors or employees, or someone with whom you have business dealings) you must ensure that you are entitled to disclose that personal data to us and that, without our taking any further steps, we may collect, use and disclose that personal data as described in this Privacy Policy. In particular, you must ensure the individual concerned is aware of the various matters detailed in this Privacy Policy, as those matters relate to that individual, including our identity, how to contact us, our purposes of data processing, our personal data disclosure practices, the individual's right to obtain access to the personal data and make complaints about the handling of the personal data, and the consequences if the personal data is not provided (such as our inability to provide services).

Keeping personal data about you secure

We will take appropriate technical and organizational measures to keep your personal data confidential and secure in accordance with our internal procedures covering the collection, usage, storage, disclosure of and access to personal data. Personal data may be kept on our CRM system, Excel files or in paper files.

Transferring your personal data abroad

We may transfer your personal data abroad if required for the Permitted Purposes as described above. This may include countries which do not provide the same level of protection as the laws of your home country. We will ensure that any such international transfers are made subject to appropriate or suitable safeguards as required by the General Data Protection Regulation (EU) 2016/679 or other relevant laws. This includes entering into the EU Standard Contractual

Clauses which are available here. You may contact us anytime using the contact details below if you would like further information on such safeguards.

Updating personal data about you

If any of the personal data that you have provided to us changes, for example if you change your email address or if you wish to cancel any request you have made of us, or if you become aware we have any inaccurate personal data about you, please let us know by sending an email to dataprotection@ahkuae.com. We will not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete Personal Data that you provide to us.

For how long do we retain your personal data?

Your personal data will be deleted when it is no longer reasonably required for the Permitted Purposes or you withdraw your consent and we are not legally required or otherwise permitted to continue storing such data.

Your rights

➤ **Right to information and access**

You have the right to request confirmation from us as to whether or not we are processing any personal data of you. If we process your personal data, you also have the right to access to this personal data together with certain related information.

➤ **Right to rectification**

If we process personal data of you, and where such data is incomplete or false, you have the right for us to rectify any inaccurate personal data related to you. For any such purpose kindly contact us by email to dataprotection@ahkuae.com

➤ **Right to erase personal data and right to restriction of processing**

Subject to certain conditions you have the rights under Articles 17 and 18 GDPR that we erase your personal data or that we restrict our processing of your personal data. For any such request please contact us via Email to dataprotection@ahkuae.com

➤ **Right to withdraw consent**

Where we process any of your personal data based on your consent in accordance with Article 6.1(a) GDPR you have the right to withdraw your consent at any time. You may contact us for such purpose at our offices, by mail, fax, email or phone.

Also, where you do not wish to continue receiving activity reports mailings, newsletters, invitations to seminars or similar communication, you can use the opt out / unsubscribe function available in each respective communication.

Please note that the withdrawal of your consent does not affect our lawful processing of your personal data before your time you informed us about your withdrawal.

➤ **Right to data portability**

Where we process your data based on your consent, or because it is necessary to meet our obligations under a contract with you, to the extent that we used automated means

for the processing of your data, you have the right to receive your personal data in a commonly used machine-readable format, and to ask us to transmit your personal data to a third party.

➤ **Right to object to data processing**

Where we process your data for reasons of public interest, or for a purpose that is in our legitimate interest, you have the right to object to such processing on grounds relating to your particular situation, and we will evaluate any such request.

In general, when you exercise any of the rights mentioned above, we may request that you prove your identity by providing us with a copy of a valid means of identification in order for us to comply with our security obligations and to prevent unauthorized disclosure of data.

We will consider any requests or complaints made with respect to any of your rights (mentioned above) which we receive and provide you with a response in a timely manner.

➤ **Right to file complaint**

Where you feel that our processing of your personal data infringes your rights under the GDPR, or if you are not satisfied with our response, you have the right to lodge a complaint with the relevant privacy regulator as supervisory authority. Each EU member state has a designated privacy regulator. You can contact the supervisory authority in the state where you are a resident, where you work, or where you feel your personal data was not handled correctly. We will provide you with details of your relevant regulator upon request.

Updates to this privacy policy

This Privacy Policy was last updated in May 2020. We reserve the right to update and change this Privacy Policy from time to time in order to reflect any changes to the way in which we process your personal data or changing legal requirements. In case of any such changes, we will post the changed Privacy Policy on our website or publish it otherwise. The changes will take effect as soon as they are posted on this website.

How to get in touch with us

We welcome your views about our Privacy Policy. If you would like to contact us with any queries or comments, please send an email to dataprotection@ahkuae.com. Please feel free to also contact us by phone or send us a letter or fax to:

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