

1. This Personal Data Protection Policy (hereinafter referred to as the "Policy") is aimed at maintaining the confidentiality of personal data of customers using the services and services on the <https://izzzi.ae/> website (hereinafter referred to as "Guests", "You"), protecting the rights and freedoms of a person and citizen when processing his personal data, including the protection of the rights of the right to privacy, personal and family secrets.

2. The owner of the site <https://izzzi.ae/> (hereinafter referred to as the "Site") is « Izzzi Vacation Homes Rental LLC», which is part of the group of companies that make up the «IZZZI» Hotel Chain (hereinafter referred to as: "Operator", "We", "Us", "Us"). The Operator may receive personal data of Guests from other companies within the Operator's Group of Companies or share your data with these companies for the purposes provided for in this Policy.

3. This Policy sets out the list of processed personal data of Guests, the basic principles, goals, methods, conditions for processing personal data, functions and a list of actions of the Operator and its employees related to the processing of personal data of Guests. All terms and definitions found in this Policy are subject to interpretation in accordance with the provisions of the legislation on personal data.

4. **The Guest's consent to the processing of personal data.** If you do not agree with the provisions of this Policy, we ask you to refrain from using our services and the Site. By using the <https://izzzi.ae/> website, leaving your data by filling in the form fields, as well as using any of our products or services, you, in accordance with the legislation on personal data:

o confirm that all the data you provide belongs to you personally;

o confirm and acknowledge that you have thoroughly read this Policy and the terms of processing of your personal data specified by you in the fields of the forms, the text of consent and the terms of processing of personal data are clear to you;

o consent to the processing of personal data provided as part of the information;

o you agree to the terms of personal data processing and grant the Operator the right to perform the following actions (operations) with personal data:

☐ **processing of personal data** – any action (operation) or a set of actions (operations) performed with or without the use of automation tools with personal data, including collection, recording, systematization, accumulation, storage, clarification (updating, modification), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data;

☐ **transfer, including cross-border, of personal data to third parties**, including on the territory of foreign states in written or electronic form.

Purposes of processing personal data of Guests:

o booking of rooms in hotels and any other accommodation facilities;

o provision of any other services;

o conclusion and execution of contracts in favor of the Guest;

o directing funds to pay for the ordered services;

o participation in bonus and loyalty programs of the Operator, as well as partners;

o customer support;

o sending messages (including advertising) via e-mail;

o for other purposes related to the provision of ordered services to the Guest;

o transfer by the Operator of the authority to process personal data to another person in accordance with the legislation on personal data.

This consent is given by the Guest until the full fulfillment of the obligations by the Operator and/or before the expiration of the personal data storage period established by law, and can be revoked by submitting a written application to the Operator to the Operator's email address info@izzzi.ae. The guest also consents to the transfer of his personal data to third parties for the purpose of their further processing in compliance

with all the principles and rules of personal data processing provided for by the legislation on personal data. The decision to provide your personal data and consent to their processing is given by your own will and in your own interest. Refusal to provide your personal data entails the inability for the Operator to provide services.

5. The Operator may process the following personal data of Guests:

- o last name, first name, patronymic (if any);
- o phone number,
- o email address,
- o date and place of birth;
- o citizenship;
- o data of the identity document;
- o place of registration and stay (country, city, region, address),
- o place of work;
- o bank card details,
- o other personal data, the indication of which is necessary to use the services on the Site.

Also on Site is the collection and processing of anonymous data about visitors (including cookies, information about IP address, location, source, go to the Site, etc.) through the services of Internet statistics (Yandex Metrika, Google Analytics and others).

The above data, hereinafter referred to in the text of the Policy, are combined by the general concept of "personal data".

6. The Operator does not collect and process personal data of Guests about their race, nationality, political views, religious or philosophical beliefs, private life.

7. The personal data of the Guests refers to confidential information of limited access.

8. The Operator ensures the protection of the processed personal data from unauthorized access and disclosure, misuse or loss in accordance with the requirements of the legislation on personal data. Ensuring the confidentiality of personal data is not required in the case of their depersonalization, as well as in relation to publicly available personal data.

9. Cookie files and other technologies

o Like many other websites, our Site may use "Cookies" or "Other technologies" (for example, "dot markers", "web beacons", "transparent GIF files", links in email messages, JavaScript, device identification numbers assigned by Google or Apple, or other similar technologies). Cookies and Other technologies allow us to receive information about your visits to the Site, including to analyze the trends of your visits. The Operator uses this information to process your bookings or requests, as well as to provide interactive and mobile advertisements, messages and content in accordance with your interests.

o Cookies are small text files that are stored on your computer or mobile device ("Device") when you visit a website. Cookies by themselves cannot be used to identify you personally, although in some cases we may combine cookies or cookies from third-party companies with personal information that you have provided to us or information about you that we have received from other sources. Cookies are widely used on the Site in order to improve your experience. For example, we will use cookies for the following purposes:

- ☐ Saving your username and password for future visits in order to simplify and speed up login;
- ☐ saving your language and other preferences;

confirmation that you are receiving all the necessary information;

- ☐ providing secure and reliable online transaction service
- ☐ tracking your reaction to ads and the content of the website or application to analyze and determine the frequency of sending you the same advertisement;

determining the number of visitors to the Site and how visitors use the Site so that we can support its fast and efficient operation, as well as help in providing information and content that match your interests and location.

The operator uses the following types of cookies:

- o **Basic cookies.** The main cookies are necessary for the operation of the Site and allow Guests to use its services and features. Disabling these cookies may make the services and functions unavailable.

- o **Functional cookies.** The Operator uses Functional Cookies to save your settings on the Site, such as language preferences or booking information that you previously used when booking our hotel. We also use Functional Cookies to store information such as the last hotel you searched for so that you can easily find it on your next visit. Some Functional Cookies are necessary to view maps or videos on our Website. We also use "flash cookies" for certain animated content.

- o **Session cookies.** Cookies of this type are stored temporarily, only during the browsing session, and will be deleted from the device when the browser is closed. We use Session Cookies to support the functionality of the Site and get an idea of your trends in the use of the Site, that is, which pages you visit, which links you use and how much time you spend on each page.

- o **Persistent cookies.** Cookies of this type are not deleted when the browser is closed, but are stored on the device for a fixed period of time or until you delete them. Every time you visit the Site, the server on which the cookie is installed will recognize persistent cookies stored on your device. We and others use persistent cookies to store your preferences in order to ensure their availability on your next visit and to keep a more accurate record of the frequency of your visits to the Site, the frequency of returns, possible changes in the nature of use of the Site over time, as well as the effectiveness of advertising.

- o **Advertising cookies** allow us and other advertisers to show you the most relevant products, offers and advertisements on the Site and third-party sites, or by email or other communications. For example, some Advertising cookies help our service providers and other advertisers to select ads tailored to your interests, including those expressed or assumed when visiting websites, using online services and applications. Others help prevent the same ad from appearing again. These types of cookies also help us provide you with Site content tailored to your interests and needs.

As noted below, some Analytical Cookies and Other technologies are used in part to promote advertising.

Advertising cookies also include social media cookies. Social media cookies are used to share the Site's content with individuals who are or are not members of social networks such as Facebook, Twitter, YouTube and Pinterest. These cookies are usually set up by the social media provider and allow for seamless and seamless data exchange.

Analytical cookies collect information about your use of the Site and allow us to improve its performance. These cookies provide us with aggregated information that we use to track the site's performance, count page visits, detect technical errors, track visitors' access to the Site, and measure the effectiveness of advertising (including emails sent to you).

- o Other technologies may be used for the same purposes as cookies. This allows us and third-party companies to know when you visit the Site and understand how you interact with emails or advertising messages. Using Other technologies, we collect general information (your operating system, your browser version, the URL of the site you came from) or aggregate information to improve the site for user convenience and learn traffic patterns.

- o By using the Site, the Guest confirms their consent to the use of cookies described in this Policy.

- o **Online advertising and advertising for mobile devices; mobile applications.** We, as well as third-party companies, use contextual advertising provided by suppliers for the purpose of distributing advertising and personalized content that, in our opinion, and in the opinion of other advertisers, may be of interest to you. In cases where third-party manufacturers use Cookies or Other technologies to provide these services, the Operator does not control the use of this technology or the information received, and is not responsible for any actions or rules of such third parties. Advertisements, e-mail messages and other types

of messages may be sent by the Operator or other service providers in accordance with your behavior on the Internet or on mobile devices (on the Operator's sites and other sites), your search queries, your geographical location or other information. For example, if you visit a Website to book a hotel room, you may later see our ads when you visit another website. These ads may appear on our own websites, third-party websites, or on mobile platforms. On the Site, other websites, or in mobile applications, you can see third-party ads placed there as a result of analyzing your visits to the Operator's Site, other sites, and mobile applications. We, as well as some of our suppliers, may use aggregated or anonymous personal information, demographic data, and other purported commercial data that is our property or the property of third-party companies to deliver our advertisements to you.

- o **"Cross-device" technologies.** We and our business partners use third-party companies to establish deterministic or probabilistic links between devices (such as smartphones, tablets, and computers) to provide you with more relevant advertising, as well as for advertising analytics and reporting purposes. This means that information about the use of websites or apps on the current device can be combined with. We may also share this information with third-party companies to provide them with the ability to send targeted advertising, personalize content, or analyze the nature of visits. This allows you, for example, to display ads on your tablet based on actions performed on your smartphone. These business partners can exchange and combine information from cookies with identifiers (such as device IDs assigned by Google or Apple) and IP addresses in order to establish a connection between related devices. It also allows you to create a more personalized interface for our services and apps. For example, the Operator can use its suppliers to pair your devices if you log in to the Operator's site from multiple devices or web browsers, or if your devices have similar attributes that allow you to conclude that they are used by the same person or family members.

- o **Manage cookies and other technologies.** You can also delete cookies from your computer or block them at any time by changing your browser settings (for information on how to delete or block cookies, see the Help menu of your browser). The operator is not responsible for your browser settings.

10. Procedure and conditions for processing personal data of Guests. Guests' personal data is processed exclusively using automation tools. The Operator does not sell or transfer personal data of Guests to third parties without the consent of the personal data subject.

With the Guest's consent, the Operator has the right to transfer the received data to service providers, such as a hotel, airline, car rental company and event organizers who provide services to Guests at the request of the Guest.

At the same time, when transferring personal data to the above-mentioned persons, the Operator does not bear further responsibility for the legality of further processing of personal data carried out by these persons.

For the purpose of providing accommodation services, your data is used to uniquely identify your reservation, its execution and settlement once. In addition to confirming your booking, you may receive all changes to your bookings or your details.

The Operator will only use the provided email address or phone number and inform the Guest only about their own offers. Without giving their consent, the Guest will not be able to receive information about favorable prices for services and promotions held by the Operator. At any time, these actions on the part of the Operator may be suspended on the basis of a written request received from the Guest to stop processing the Guest's personal data from the date of receipt of the application.

11. Rights of personal data subjects. The Guest has the right to receive information about the Operator, its location, whether the Operator has personal data related to a specific personal data subject (Guest), as well as to get acquainted with such personal data, except for cases stipulated by the legislation on personal data. The Guest has the right to receive from the Operator the following information concerning the processing of their personal data, including:

- o confirmation of the processing of personal data by the Operator;
- o legal grounds and purposes of personal data processing;
- o goals and objectives of personal data processing, the methods of processing personal data used by the

Operator;

- o the name and location of the Operator, information about persons (with the exception of employees of the operator) who have access to personal data or to whom it may be disclosed on the basis of a contract with the Operator or on the basis of a Federal law;
- o processed personal data related to the relevant personal data subject, the source of their receipt, unless another procedure for providing such data is provided for by Federal Law;
- o terms of processing personal data, including the terms of their storage;
- o procedure for exercising the rights of the personal data subject information provided for by Federal Law;
- o information about cross-border data transfer that has been or is expected to be made;
- o name or surname, first name, patronymic and address of the person processing personal data on behalf of the Operator, if the processing is or will be entrusted to such a person;
- o other information provided for by Federal Law or other federal laws.

The guest has the right to appeal to the authorized body for the protection of the rights of personal data subjects or in court against the actions or omissions of the Operator, if he believes that the latter processes his personal data in violation of the requirements of the Law on Personal Data or otherwise violates his rights and freedoms.

The personal data subject has the right to withdraw their consent to the processing of personal data, as well as to delete them. In order to exercise these rights, the personal data subject must send a corresponding request in simple written form to the following email address: info@izzzi.ae. The personal data subject is obliged to provide the Operator with evidence that the personal data in respect of which the request is sent belongs to this particular subject. The operator reviews the received request and ensures that the processing of the subject's personal data is stopped, and also deletes the subject's personal data within 5 (five) business days from the date of receipt of the request.

Destruction of documents (carriers) containing personal data is carried out by burning, crushing (crushing), chemical decomposition, turning into a shapeless mass or powder. A shredder may be used to destroy paper documents.

Data on electronic media is destroyed by erasing or formatting the media. The fact of destruction of personal data is documented by the act on the destruction of media.

12. To get information, ask a question about our privacy policy regarding the processing of personal data, change your preferences for receiving advertising materials, or file a complaint, please contact us by phone +971524359865 or by email at info@izzzi.ae.

13. The Operator has the right to make changes to this Policy. The new version of the Policy comes into force from the moment it is posted on the Site, unless otherwise provided by the new version of the Policy.