

## **Privacy Policy and Personal Data Processing**

**Effective Date:** 27 June 2025

### **1. Introduction**

Lunova Trade L.L.C-FZ ("Company", "we", "us", or "our") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, store, and protect your personal information when you use our official website <https://proallmarkets.com/> ("Website"), including the contact form through which you provide your name and email address.

By accessing or using our Website, submitting your personal data, or otherwise interacting with our services, you consent to the processing of your data in accordance with this Privacy Policy and applicable data protection laws of the United Arab Emirates.

### **2. Data Controller**

The data controller responsible for processing your personal data is:

Lunova Trade L.L.C-FZ  
Meydan Grandstand, 6th Floor  
Meydan Road, Nad Al Sheba  
Dubai, Dubai, United Arab Emirates  
Email: [info@proallmarkets.com](mailto:info@proallmarkets.com)

### **3. Types of Personal Data Collected**

We collect various types of personal data, including but not limited to:

- Full name
- Email address
- Any other information you voluntarily provide in the contact form or other communications

In addition, our Website may collect technical data automatically, such as:

- IP address
- Browser type and version
- Time and date of access
- Pages visited and time spent on the Website
- Device information and geographic location (city-level)

### **4. Use of Cookies and Tracking Technologies**

Our Website uses cookies and similar tracking technologies to enhance user experience, analyze traffic patterns, and improve service quality.

A cookie is a small text file containing an anonymous unique identifier stored on your device. Your browser only allows access to cookies it has set and you may configure your browser to reject cookies; however, this may limit Website functionality.

We use cookies and server logs to collect information such as visit date/time, pages viewed, previous and next websites visited, and IP addresses for demographic and security purposes.

## **5. Purpose and Legal Basis for Processing**

We process your personal data to:

- Respond to your inquiries and provide requested information or services
- Manage customer relationships and provide support
- Improve our Website and services
- Comply with legal and regulatory obligations
- Protect our rights and prevent unauthorized use of our Website

The legal bases include your consent, our legitimate business interests, and compliance with legal requirements.

## **6. Mandatory Data and User Responsibility**

Unless specified otherwise, all data requested on the Website is mandatory for providing the requested services. Failure to provide mandatory data may prevent us from fulfilling your request.

You confirm that any third-party personal data you provide (e.g., data of colleagues or representatives) is given with their consent.

## **7. Email Communications**

If you correspond with us via email, we retain the contents of the messages along with your email address and our replies. We maintain these communications with confidentiality consistent with other forms of correspondence.

Your email address will not be sold, rented, or leased to third parties. We use it solely to respond to your inquiries or provide relevant information.

All emails from us will clearly identify the sender and provide instructions for opting out of further communications.

## **8. Data Sharing and Disclosure**

We do not sell or rent your personal data. Your data may be shared only with:

- Our employees and authorized service providers under confidentiality agreements
- Legal or regulatory authorities when required by law or to protect our rights

## **9. User Rights**

You have the right to:

- Withdraw consent at any time (without affecting prior processing)
- Object to processing where applicable
- Access your personal data held by us
- Verify and request correction of inaccurate or incomplete data
- Request restriction of processing
- Request deletion of your personal data, subject to legal exceptions
- Receive your data in a structured, machine-readable format and request transfer to another data controller
- Lodge complaints with relevant data protection authorities

To exercise your rights, contact us at [Insert Email Address].

## **10. Security Measures**

We implement technical and organizational security measures including encryption, firewalls, and access controls to protect your data from unauthorized access, loss, or alteration.

## **11. Use of External Links**

Our Website may contain links to third-party sites. We are not responsible for their content or privacy practices. Links do not imply endorsement.

## **12. Acceptable Use and User Responsibilities**

You agree to use our Website lawfully, without infringing others' rights or disrupting service.

Prohibited activities include sending unsolicited commercial communications, transmitting harmful content, or unauthorized data collection.

You may not reproduce, copy, sell, or redistribute Website content without written consent.

## **13. Restricted Access**

We reserve the right to restrict access to parts or all of the Website at any time. If login credentials are provided, you must keep them confidential.

## **14. Disclaimer and Limitation of Liability**

Our Website and content are provided "as is" without warranties of any kind.

We disclaim liability for damages arising from use or inability to use the Website, including loss of profit or data.

## **15. Data Retention**

We retain personal data only as long as necessary to fulfill the purposes outlined or to comply with legal obligations.

#### **16. Changes to This Policy**

We may update this Privacy Policy without prior notice. Continued use of the Website after changes signifies acceptance.

#### **17. Contact Information**

For questions or requests about this Policy or your personal data, contact:

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