

Gangour

Privacy Policy

Effective Date: 4th June, 2025.

Welcome to **Gangour** (“we”, “us”, or “our”). We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website <https://mygangour.com>, and when you interact with us via marketing platforms including Meta’s WhatsApp Business Developer Application.

By accessing or using our website, services, or interacting with us, you acknowledge and consent to the terms of this Privacy Policy. This policy is in accordance with the **UAE Personal Data Protection Law (Federal Decree Law No. 45 of 2021)** and other relevant data protection regulations.

1. Information We Collect

We may collect the following types of personal data:

a. Personal Identification Information

- Full Name
- Mobile Number
- Email Address
- Billing/Shipping Address

b. Payment & Transaction Information

- Order details and purchase history
- Payment method (Note: We do **not** store credit/debit card information; all payments are processed via secure third-party gateways)

c. Technical & Usage Data

- IP address
- Browser type and version
- Device identifiers

- Time zone settings and location
- Website usage behavior (pages visited, time spent, click behavior)

d. Marketing & Communications Data

- Preferences in receiving marketing communications
 - Engagement with WhatsApp messages or emails sent via our Meta WhatsApp Business integration
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2. How We Use Your Information

We use the information we collect to:

- Process your orders and deliver your purchases
 - Improve our website, services, and customer experience
 - Personalize your experience and tailor marketing content
 - Communicate with you regarding your orders, inquiries, or feedback
 - Send promotional messages, offers, and product updates via WhatsApp or email (only with your consent)
 - Ensure website and data security
 - Comply with applicable UAE laws and regulations
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3. Sharing and Disclosure of Data

We do **not sell, trade, or rent** your personal data. However, we may share your information with:

- **Payment gateways & logistics partners** to facilitate order fulfillment
- **Service providers** like marketing platforms (e.g., Meta WhatsApp Business API) under strict confidentiality agreements
- **Government or regulatory authorities**, if legally required under UAE law
- **Technology partners** who assist us in operating the website securely and efficiently

All third parties are obligated to protect your information and use it only for specified services.

4. Data Security

We are committed to ensuring your personal data is secure. To prevent unauthorized access, disclosure, or misuse, we use:

- SSL encryption for data transmission
 - Secure firewalls and access controls
 - Regular security audits and system monitoring
 - Data access restricted to authorized personnel only
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5. Your Rights Under UAE Law

Under the UAE Personal Data Protection Law, you have the right to:

- **Access** your personal data
- **Correct or update** inaccurate or incomplete data
- **Withdraw consent** for marketing communications
- **Request deletion** of your data, subject to legal or contractual obligations
- **Object to processing** under specific circumstances

To exercise your rights, please contact us at: **marketing@mygangour.com**

6. Marketing Communication & WhatsApp Usage

We use **Meta WhatsApp Business Developer Application** to communicate with you regarding:

- Order confirmations & delivery updates
- Exclusive promotions & discounts
- Festive offers & new product launches

You will only receive these messages if you have opted in via our website, checkout page, or customer service interaction.

You can opt out at any time by replying “**STOP**” or contacting us at **marketing@mygangour.com**.

7. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience. These help us:

- Remember your login and preferences
- Analyze traffic and usage patterns
- Improve site performance

You may set your browser to refuse cookies. However, certain parts of the website may not function properly without them.

8. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, including legal, accounting, or reporting obligations.

If you request deletion of your data, we will securely erase it unless retention is required by law.

9. International Transfers

Your personal data is stored and processed within the **UAE** or on servers operated by trusted partners who comply with equivalent data protection standards. Where cross-border transfer is necessary, we ensure proper legal safeguards are in place.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to read their privacy policies before providing any information.

11. Children's Privacy


Our services are not intended for use by individuals under the age of **18**. We do not knowingly collect data from children. If we become aware of such collection, we will promptly delete the information.


12. Changes to This Privacy Policy


We may update this Privacy Policy occasionally to reflect changes in legal, regulatory, or operational requirements. All changes will be posted on this page with an updated "Effective Date."

13. Contact Us

If you have questions or concerns regarding this Privacy Policy or our data practices, please contact us:

 **Email:** marketing@mygangour.com

 **Phone:** +97143374105

 **Address:** Shop No.2, Building No. 65, Sheikha Building, Oud Metha, Dubai, UAE.

Thank you for trusting Gangour. Your privacy is our priority.