

Privacy Policy

NRS Relief FZCO is committed to protecting and respecting your privacy.

In this privacy policy (the “Policy“), you are informed about how NRS RELIEF FZCO with registered address at PLOT NO MO0659 Jebel Ali Free Zone (“NRS RELIEF“) gather, use, and protect your personal information, or how the data you shared with us will be processed when you are using our website www.nrsrelief.com and/or affiliated websites (collectively the “Website“) or when you interact with any of our personnel. Please read the following carefully to fully understand our principles and practices regarding your personal data and how it will be treated by us.

Why do we hold personal data?

- Feedbacks and requests: Understanding (potential) customer or Website user’s feedbacks and replying to specific requests, including, but not limited to, the ones in relation to our newsletter or other communications as well as the ones related to our products and/or services.
- Business-related purposes: Management of job applications.
- Marketing emailing: Sending promotional emails about news updates or new products, or other information of interest regarding NRS RELIEF and/or affiliated companies.
- Corporate advertising actions: such as, websites, brochures, customer events, etc.
- Company News: To send our clients, partners and stakeholders marketing information about our work, activities, changes in our product portfolio and corporate structure, as well as emergency stock information where we have their consent or are otherwise allowed to. Contractual Obligations: To fulfil contractual obligations entered with clients and stakeholders, e.g., online request for quotations and samples.
- Legal Obligations: To comply with legal obligations.
- Selected information sharing: To ensure we do not send unwanted information to clients, partners and stakeholders who have informed us they do not wish to be contacted.
- These reasons are underpinned by a "legal basis" under the EU General Data Protection Regulation (GDPR).

When do we send you personalized marketing communications?

NRS Relief will only contact you for marketing purposes, to provide you with information about product upgrades, new products, services, newsletters, informative emails, emergency response activities and events that we attend in your region. We only communicate where we have your consent, or we are otherwise allowed to do so. We will not send you marketing material if you tell us that you do not wish to receive as such.

Which type of personal data do we collect?

We collect and process some or all of the following types of information from you when you use our websites, or interact with us, or otherwise conduct any business relationship with us:

- First and last name
- Title
- Company / Organization
- Email address

- Phone number

In case you are a business partner (our clients, suppliers, Agent, future employee) of us, you may also be requested to provide us with data regarding:

- Client or supplier account
- Location
- Legal documentation
- Qualifications (for HR purposes only)
- and/or any other information you provide

We collect information that you provide by filling in forms on the website or when subscribing to our newsletter (including, but not limited to, news alerts) or requesting further information or services via our online Chatbox at www.nrsrelief.com. We may also ask you for information when you complete a survey. Additionally, we may keep a record of that correspondence.

We may use your company/personal information to inform you of our products and services that may be of interest to you. We rely on several legal bases for this type of processing, in particular, if you are an existing or prospective customer, we will only do this where we reasonably believe that our services may be relevant to you, and we rely on “legitimate interest” to promote our products and services to you.

Will we share your information?

We will only use your information within NRS Relief for the purposes for which it was obtained. NRS Relief will not, under any circumstances, provide your personal data to any third party for their own marketing purposes, and you will not receive marketing from any other companies or other organizations because of giving your details to us.

Will we store your personal data?

We take appropriate measures to ensure that any personal data are kept secure, including security measures to prevent personal data from being accidentally lost, or used or accessed in an unauthorized way. Internally, we limit access to your personal data to those who have a genuine business need to know it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our websites; any transmission is at your own risk.

Our website may, from time to time, contain links to and from the websites of our partners, clients, and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and terms of use and that we do not accept any responsibility or liability for these policies and terms of use. Please check these policies before you submit any personal data to these websites.

How long do we keep your personal data?

For website and newsletter users, we will hold your personal data (i.e., name, email address and contact number) for a minimum of three (3) years unless you ask us to delete it.

Your rights

Under the GDPR you have a number of important rights free of charge. In summary, those include rights to:

- Access your personal data and certain other supplementary information that this Privacy Policy is already designed to address.
- Require us to correct any mistakes in the information which we hold.
- Require the erasure of personal data concerning you in certain situations.
- Receive the personal data which you have provided to us, in a structured, commonly used, and machine-readable format and have the right to transmit those data to a third party in certain situations.
- Object at any time to processing your personal data for direct marketing.
- Object to decisions being taken by automated means which produce legal effects or affect you in some manner.
- Object in certain other situations to our continued processing of your personal data.
- Otherwise restrict our processing of your personal data in certain circumstances.
- Claim compensation for damage caused by our breach of any data protection laws.

If you would like to exercise any of those rights, please email, call, or write to us. You will find our contact details [here](#).

How to change data

If your personal details have changed, you may update them by contacting us at marketing@nrsrelief.com.

We will endeavour to update your personal data within seven (7) working days of any new or updated personal data being provided to us, in order to ensure that the personal data we hold about you is as accurate and up to date as possible.

Changes to our Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Any changes we may make to our policy in the future will be notified of and made available to you using our websites. Your continued use of our Websites and services shall be deemed your acceptance of the varied privacy notice.