

Privacy Policy

Strategic Partner in Project Support Services

Expert manpower, equipment rentals, and contracting services. with professionalism and excellence

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1. Introduction

Quantech Solutions Company ("**Quantech**", "**we**", or "**us**") is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, store, and protect personal information when you use our website or services. It is designed to comply with the Saudi Arabia Personal Data Protection Law (PDPL) and other applicable laws, and includes all required details such as why we collect data, what data we collect, how we store and process it, how and when it is destroyed, and your rights regarding your data. By using our services or providing us your personal data, you agree to the practices described in this Privacy Policy.



2. Scope of Policy

This Privacy Policy applies to personal data collected by Quantech through our website, online platforms, and any offline interactions related to our services (such as phone or in-person inquiries). It covers information from clients, website visitors, and any other individuals who interact with us. Our services include manpower supply, equipment rental, civil works, and IT solutions in Saudi Arabia, and this policy applies to all these service areas. If we provide links to third-party websites or services, note that those are governed by their own privacy policies.



3. Personal Data We Collect

We collect personal data **you provide to us directly** and data **collected automatically** during your interactions with us:

Information You Provide: When you contact us, register interest in our services, or enter into a contract, you may provide personal details such as your name, email address, phone number, company name, physical address, and any other information you choose to give us. For example, if you fill out a contact form or service request, we will collect identifiers like your name and contact details, as well as the content of your inquiry. –

Information Collected Automatically: When you visit our website, we automatically collect certain technical information such as your IP address, browser type, device identifiers, and browsing data (e.g. pages viewed, date/time of visit). We may also collect information through cookies and similar technologies (see **Cookies and Third-Party Tools** below). This data helps us understand how users navigate our site and improve user experience.

We do not normally collect sensitive personal data (e.g. information about health, religion, etc.) unless required for a specific service and with appropriate consent or legal basis. If you provide us with personal data of another person (e.g. a colleague's contact for a project), you should ensure you have the authority or that person's consent to share that information with us.

4. How We Use Your Personal Data

We only use personal data for legitimate business purposes and as disclosed to you.

The purposes for which Quantech may process your personal data include:

Providing and Improving Services: To initiate and perform our contracts with you, such as supplying manpower, renting equipment, executing civil projects, or delivering IT solutions. We use your information to communicate with you, to arrange and manage services, and to adapt our services to your needs. We also analyze feedback and usage data to improve our offerings and website functionality.

Communication: To respond to your inquiries, requests for quotes, or customer service issues. We will use your contact information to provide you with information you request about our services and to send you important notices about transactions (e.g. confirmations, invoices).

Marketing and Updates: With your consent, we may send newsletters or marketing communications about new services, promotions, or industry updates that might interest you. You can opt out of marketing at any time. We may also use cookies to deliver targeted ads or retargeting, as explained in **Cookies and Third-Party Tools**.

Analytics and Personalization: To understand how users interact with our website and services. We use data (mostly aggregated or pseudonymized) to monitor website performance, user traffic patterns, and trends. This helps us personalize your experience (for example, remembering your preferences) and improve our website design and content.

Legal Compliance and Protection: To comply with legal obligations under Saudi law or other applicable laws – for instance, maintaining records for regulatory compliance, accounting, or responding to lawful requests by authorities. We may also process data as necessary to establish or defend legal claims, to investigate or prevent fraud, security issues, or violations of law. In certain cases, we may process your data to protect your vital interests or those of another person (e.g. for safety reasons).

Other Purposes with Consent: If we intend to process your personal data for a purpose that is materially different from the purposes above, we will obtain your consent or inform you as required by law. We will not use your personal data in ways that are incompatible with the purpose of collection without your permission.

We ensure that personal data is not processed in a manner that is incompatible with the purposes notified to you. We do not sell your personal data to third parties.



5. Legal Bases for Processing

Under the PDPL and related regulations, we must have a legal basis to collect and use your personal data. Depending on the context, our processing may be justified on one or more of the following bases:

Your Consent: In most cases, we rely on your consent to process personal data. For example, we will obtain consent for sending marketing communications or for using certain cookies that are not strictly necessary. Where consent is required, you have the right to withdraw your consent at any time (see **Your Rights** below), and we will not process your data further for that purpose after consent is withdrawn.

Contractual Necessity: If you are our customer (or acting on behalf of a customer), we process your personal data as needed to enter into or perform our contract with you. For instance, we need to use your contact and billing information to supply manpower or rental equipment as requested.

Legal Obligation: We may process personal data to fulfill our legal obligations. For example, Saudi eCommerce regulations may require us to retain certain transaction records, or we might need to disclose information under lawful orders by authorities.

Legitimate Interests: In some cases, we may process your data for our legitimate business interests, such as improving our services, securing our systems, or preventing fraud. We will only do so after ensuring that our legitimate interests are not overridden by your data protection rights. For sensitive personal data, we will generally not rely on this basis unless permitted by law and with appropriate safeguards.

Vital Interests or Public Interest: In rare cases, we might process data to protect someone's life, health, or safety (vital interests), or if required for a public interest task by an authority.

Where Saudi law requires explicit consent for certain processing (for instance, PDPL treats consent as the primary basis for processing personal data), we will seek consent

unless an exception applies. We will clearly inform you when we are collecting personal data whether providing it is mandatory or voluntary and the consequences of not providing the data.



6. Cookies and Third-Party Tools

Our website uses cookies and similar technologies to collect information automatically. Cookies are small text files stored on your device to remember your preferences and track your activities on our site. We use the following categories of cookies:

Essential Cookies: These are necessary for the website to function and cannot be switched off in our systems. For example, they may be used to remember your session or preferences.

Analytics Cookies: We use third-party analytics services (such as Google Analytics) to gather information about how visitors use our site. This includes data on pages viewed, time spent, and other usage statistics. This helps us improve our website's performance and user experience. These analytics cookies may collect your IP address and other technical identifiers. We have configured these tools to anonymize data where possible.

Advertising and Retargeting Cookies: With your consent, we may allow third-party advertising partners (such as Google Ads or social media platforms) to set cookies to collect information about your browsing activities on our site. This information is used to show you tailored advertisements on other sites (a practice known as retargeting) and to measure the effectiveness of our ad campaigns. For example, if you visit our services pages, you might later see ads about our offerings on other websites. These cookies typically identify your browser or device, but not you personally by name.

Upon your first visit to our website (and periodically thereafter), we will request your consent for non-essential cookies (such as analytics and advertising cookies). You can choose to accept or reject these. If you accept, you can later withdraw your consent by adjusting your browser settings to block or delete cookies, or by using any cookie preference tool we provide. However, essential cookies cannot be disabled via our site as they are necessary for operation.

We also use other third-party tools and plugins on our site that may collect data. For example, if we embed a map or a social media feed, those providers might collect

usage data under their own policies. We only integrate third-party services that we trust, but their collection and use of data are governed by their respective privacy policies.



7. Sharing of Personal Data

We treat your personal data with care and confidentiality. We do not sell or rent your personal information. However, we may **share your personal data with third parties** in certain circumstances, as described below:

Service Providers: We may share data with trusted third-party vendors who perform functions on our behalf. For example, we might use cloud hosting providers to store data, IT service providers for our website, email service providers to send communications, analytics providers to help us understand site usage, or professional advisors (lawyers, auditors) as needed. These service providers are given access only to the information necessary for them to perform their services, and they are contractually obligated to protect your data and use it only for our specified purposes, in compliance with PDPL.

Business Partners and Affiliates: If we collaborate with other companies or have subsidiaries/affiliates involved in delivering our services, we may share information with them as needed. All such entities are required to uphold privacy protections consistent with this Policy.

Legal Compliance and Safety: We may disclose personal data to government authorities, regulators, courts, or law enforcement if required to do so by law or legal process, or if we believe in good faith that such disclosure is necessary to comply with a legal obligation, to enforce our Terms & Conditions, or to protect our rights, customers, or the public. For instance, under Saudi law we might be required to provide information to authorities for security or judicial purposes.

Transaction or Corporate Change: If Quantech is involved in a merger, acquisition, reorganization, or sale of assets, your personal data may be transferred to the parties involved in the transaction as part of due diligence or completion of the transaction. In such cases, we will ensure the recipient agrees to protect your personal data consistent with this Policy.

With Your Consent: Apart from the above, we will share your personal data with third parties only with your consent. For example, if you ask us to introduce you to a third-party service or if you agree that we can share your testimonial on our website, we will do so only with your explicit permission.

Any third party that receives your personal data is required to handle it with appropriate security and confidentiality and to use it only for the purposes we have specified, in line with Saudi PDPL requirements. If we ever need to share your information for purposes other than those above, we will inform you and obtain the necessary consent.



8. Data Security Measures

We take data security seriously and implement **organizational, administrative, and technical measures** to safeguard your personal data. These measures include:

Secure Storage: Personal data we collect is stored on secure servers. We use encryption and access controls to protect data at rest and in transit. For example, our website is secured via HTTPS encryption to protect data during transmission.

Access Controls: We restrict access to personal data to authorized personnel who need it for the purposes described in this Policy. Our staff are trained on data protection principles and are bound by confidentiality obligations.

Monitoring and Testing: We employ firewalls, anti-malware, and intrusion detection systems to guard against unauthorized access. We regularly update our systems and conduct security testing and audits to identify and address vulnerabilities.

Organizational Policies: We have internal policies and procedures for data protection, including incident response plans. If we engage third-party processors, we ensure they meet our security standards as required by PDPL and we continuously verify their compliance with our instructions in all matters pertaining to personal data protection.

However, please be aware that no method of transmission over the internet or electronic storage is completely secure. While we strive to protect your personal data, we cannot guarantee absolute security. In the event of a data breach that affects your personal data, we will notify the Saudi data authority (SDAIA) within 72 hours and inform you as required by law.

9. Data Retention and Disposal

We will retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, unless a longer retention period is required or permitted by law. For example, if you become a client, we may retain your contract details for the duration of our business relationship and for a certain period after to comply with legal or accounting obligations. If you merely make an inquiry and do not engage our services, we may delete your data after a reasonable period following the conclusion of that inquiry.

Saudi eCommerce regulations require that personal data and communications be kept only as long as needed for the nature of the transaction or such other period as the parties may agree. Therefore, we periodically review the personal data we hold and erase or anonymize information that is no longer needed.

When we dispose of personal data, we do so in a secure manner. We use methods such as secure deletion of electronic files and shredding of physical documents. Under the PDPL, we are required to specify how personal data will be destroyed once its purpose is fulfilled. Accordingly, once retention periods expire or you request deletion (and we have no other legal basis to keep the data), we will permanently erase, anonymize, or otherwise render the personal data unreadable.

10. International Data Transfers

Quantech Solutions Company is based in Saudi Arabia. We generally store and process personal data on servers located within Saudi Arabia. However, in some cases, the personal data we collect might be transferred to or accessed from other countries. For example, we may use a cloud IT service or an email provider that operates data centers outside the Kingdom, or our third-party analytics and advertising partners might process data in other jurisdictions.

If we transfer your personal data outside of Saudi Arabia, we will do so only in accordance with the PDPL's requirements for cross-border data transfers. Saudi law permits transfers of personal data to countries that provide an appropriate level of data protection comparable to the PDPL, or under specific conditions or safeguards. This means: - We may transfer data to countries that the Saudi authorities (SDAIA/NDMO) have deemed to have adequate data protection laws, or where we have ensured appropriate safeguards (such as contracts based on approved standard clauses) are in place. - If the country is not considered to have an adequate level of protection, we will seek your consent for the transfer or rely on another legal mechanism permitted by law (for example, if the transfer is necessary to perform a contract with you, or to protect your vital interests). - In all cases, we will ensure any overseas recipient of the data is obliged to protect it to standards equivalent to those required in Saudi Arabia.

We will not transfer your personal data outside the Kingdom in a way that would compromise national security or your privacy rights. If you have questions about international data transfers or wish to obtain a copy of the relevant transfer safeguards, you can contact us using the information below.

11. Your Rights

Under the PDPL and other applicable laws, you have several important rights regarding your personal data. Quantech is committed to upholding these rights and has procedures in place to enable you to exercise them. Your principal data protection rights include: -

Right to Be Informed: You have the right to know what personal data we collect, why we collect it, how it will be used, who will receive it, and how long it will be kept. We provide this information in this Privacy Policy and will also inform you at the time of data collection about the purpose and legal basis for processing your data. You also have the right to know the identity of the data controller (us) and our contact details, and whether your data will be transferred outside Saudi Arabia

Right to Access: You can request a copy of the personal data we hold about you and information about how we are processing it. This helps you understand what data of yours we have. We will provide the data in a concise and transparent form. *(Note: The PDPL implies a right to access, often encompassed under the right to information. We honor any reasonable requests to access your data.)*

Right to Correction: If any of your personal data with us is inaccurate, incomplete, or outdated, you have the right to request that we correct or update it. We encourage you to keep your information with us up to date, and we will promptly make corrections upon your request.

Right to Erasure: You have the right to request deletion (eradication) of your personal data in certain circumstances. For example, if we no longer need your data for the purpose it was collected, if you withdraw consent and no other legal basis for processing applies, or if you believe we are unlawfully processing your data, you may request that we delete it. We will evaluate such requests and, if approved, delete or anonymize your data, unless retention is required by law.

Right to Restrict Processing: You may request that we limit or suspend the processing of your personal data in certain cases. For instance, if you contest the accuracy of the data or have objected to processing (pending verification), or if our processing is unlawful but you prefer restriction over deletion. While the PDPL does not explicitly list this right, Saudi authorities have indicated in guidance that individuals can request limited processing in specific situations. We will honor reasonable requests to restrict processing where applicable.

Right to Data Portability: You have the right to obtain a copy of the personal data you provided to us in a structured, commonly used and machine-readable format, and you can request that we transfer this data to another data controller when feasible. For example, if you decide to use an alternative service provider and need your data transferred, we will assist in providing your data in an appropriate format.

Right to Withdraw Consent: If we are processing your personal data based on your consent, you have the right to withdraw that consent at any time. For example, you can opt out of marketing emails or ask us to disable non-essential cookies if you previously consented. Withdrawal of consent will not affect the lawfulness of any processing done before you withdrew, and it may not affect processing under other bases (for instance, we may still process certain data if required by law or for contractual obligations).

Right to Object: You may have the right to object to certain types of processing, such as direct marketing or any processing based solely on our legitimate interests, if you believe your rights and freedoms outweigh our interests. We will consider any objection and respond in accordance with applicable law.

Right to Complain: If you believe your rights under PDPL have been violated or you are unsatisfied with how we handled your data or requests, you have the right to lodge a complaint with the Saudi data protection regulatory authority (currently the SDAIA) or other relevant supervisory authority. We encourage you to contact us first so we can address your concerns directly.

To exercise any of your rights, please contact us at the information provided in the **Contact Us** section. We may ask you to verify your identity to ensure we do not disclose data to the wrong person. We will respond to your requests within 30 days as mandated by PDPL, and we will notify you if we need an extension or if any exceptions apply to your request (for example, we may not be able to fulfill a deletion request if we are legally required to keep certain data, but we will explain such situations).



12. Children's Privacy

Our services and website are not directed to individuals under the age of 18, and we do not knowingly collect personal information from children. If you are under 18, please do not provide any personal data to us. Parents or guardians should supervise children's internet usage and contact us if they believe we have inadvertently collected a minor's information so we can delete it. If we need to provide a service to a minor (for example, in a training context), we will ensure to obtain parental consent as required by law.



13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or for other operational reasons. If we make significant changes, we will notify you by posting the updated Policy on our website with a new effective date, and/or by other appropriate means (such as an email notification if appropriate). The **Last Updated** date at the bottom of this Policy indicates when the latest changes were made. We encourage you to review this Policy periodically to stay informed about how we are protecting your personal data.

Your continued use of our website or services after any update to this Policy will signify your acceptance of the changes, to the extent permitted by law. If required by applicable law, we will seek your consent to any material changes that affect how we handle personal data.



14. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us at:

Quantech Solutions Company

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