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# Privacy Policy

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إدارة أسماء نطاق الانترنت  
Domain Administration

The .ae Domain Administration – .aeDA  
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# Table of Contents

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Document Information.....	iii
Privacy Policy .....	1
1. Interpretation and Definitions .....	1
2. Purpose .....	1
3. Context.....	2
4. Consent .....	3
5. Website .....	3
6. Contact by the .aeDA .....	3
7. Contractors and Partners.....	4
8. Disclosure of Personal Information .....	4
9. Federal Law No.2 of 2006 – Preventing Information Technology Crime Law .....	4
10. Whols Service .....	4
11. Accuracy and Retention .....	5
12. Security.....	5
13. Access to information .....	5
14. Policy Review.....	6

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# Document Information

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# Privacy Policy

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## 1. Interpretation and Definitions

- 1.1. Except where expressly provided otherwise in this Policy, all terms used in this Policy, and defined in the .aeDA's Common Definition Policy (as amended from time to time) will carry the meaning ascribed to them in that Common Definition Policy.
- 1.2. Except where the context otherwise requires, the following principles will apply in interpreting the terms and words used in this Policy:
  - a) words importing the masculine, feminine or neuter gender include any of them, and the singular includes the plural and vice versa;
  - b) clause or section headings are for ease of reference only and do not affect the meaning of this Policy;
  - c) references to notice mean notice in writing;
  - d) the Schedules and any appendices or annexures form part of this Policy;
  - e) a reference to a Party includes its executors, administrators, successors and permitted assigns; and
  - f) words and expressions importing natural persons include partner-ships, bodies corporate, associations, governments, governmental and local authorities and agencies.

## 2. Purpose

This Policy has been developed in response to concerns in the community regarding privacy. The .aeDA has developed this Policy to help users understand how their information is collected and used by the .aeDA.

The .aeDA must balance that respect for the privacy rights of our customers and contractors with our public responsibilities in the administration of the UAE ccTLDs.

The .aeDA's commitment to this Policy ensures that individuals are made aware of:

- 2.1. when information about them is being collected;
- 2.2. the purpose for which it is being collected;
- 2.3. whether the information may be passed on to third parties; and
- 2.4. The rights of individuals to have some control over the way any information about them is handled and maintained.

This Policy conforms to applicable laws of the UAE.

### 3. Context

The .aeDA is the Government endorsed manager of the UAE ccTLDs.

Personal information may be gathered under the following circumstances:

- 3.1. during the process of Application for a Domain Name Licence;
- 3.2. to manage a Domain Name or Domain Name Licence;
- 3.3. when Accrediting and licensing Registrars;
- 3.4. when dealing with consumer enquiries and complaints;
- 3.5. when referring persons to appropriate bodies according to the nature of the person's inquiry;
- 3.6. when canvassing stakeholders for their views, opinions and suggestions in relation to the UAE Domains;
- 3.7. to enable others to check a Registration;
- 3.8. to contact Registrants about Domain Name Registration issues, and in order to facilitate the resolution of any kind of dispute (be it via the process set out in the UAE Domain Name Dispute Resolution Policy or any other process);
- 3.9. to ensure good customer service, in the event a Registrant requires support or makes inquiries;
- 3.10. to identify to law enforcement agencies, competent courts, and other competent judicial bodies under appropriate legal circumstances, the individual(s) controlling an entity which is a Registrant; and
- 3.11. to enable the TRA to manage the .aeDA in accordance with the .aeDA's Internal Management Procedures.

Personal information may be gathered from the public and used in the following situations:

- 3.12. if an individual visits the .aeDA website, then the .aeDA may gather the web server logs IP addresses and associated information relating to the requests made;
- 3.13. if an individual initiates a .aeDA process, then the .aeDA may gather transactional information as part of the process;
- 3.14. if an individual makes an inquiry or complaint to the .aeDA, applies for a job with the .aeDA, or visits the premises of the .aeDA;
- 3.15. if an individual responds to a survey or a call for public comment from the .aeDA; and
- 3.16. if an individual registers for an event, activity, or contest run by the .aeDA.

At all times, regardless as to how, and from whom, personal information is collected; it will not be sold to any organisation for any purpose.

## 4. Consent

The .aeDA requires the submission of personal information from the individual for the Registration of Domain Names. The .aeDA has attempted to limit the information collected to the absolute minimum. Domain Name Registration is conducted with positive affirmation sought from all Registrants, meaning:

- 4.1. that they have read and understood this Policy and other .aeDA Policies;
- 4.2. that they understand that the .aeDA require the information for the proper operation of the .aeDA; and
- 4.3. that they agree to the collection, use and disclosure of their personal information as described herein.

Individuals may withdraw consent for the further use of their information at any time, by contacting the .aeDA. However, if the information in question is that which must be collected in order to register a Domain Name, withdrawing consent will lead to the Cancellation of the Domain Name Registration.

## 5. Website

While the .aeDA does not actually look at the identity of individuals visiting the official .aeDA website, the .aeDA may use session cookies to ensure a smooth and convenient site visit.

The .aeDA website may feature links to other websites. The .aeDA is not responsible for the content and privacy practices of other such websites.

## 6. Contact by the .aeDA

Information may be collected by the .aeDA under these contact circumstances:

- 6.1. when applying for a job, the .aeDA send the resume or letter to the human resource department which will keep it for one year;
- 6.2. by telephone, the .aeDA may record the call for the purposes of ensuring quality control for customer care. Individuals are offered the opportunity to opt-out;
- 6.3. if an individual arrives at the .aeDA offices in person, their entry to and exit from the premises may be captured by security cameras and retained on video tape; and
- 6.4. unless other retention periods apply personal correspondence will be kept for one year.

## 7. Contractors and Partners

- 7.1. All contractors and partners are contractually bound to abide by all applicable privacy legislations. If they work onsite, they will have security control badges and are in many respects treated like staff;
- 7.2. The .aeDA may share all information with auditors, who are bound to confidentiality and return all documents; and
- 7.3. Information collected for employment and payment may include name, address, phone number, bank account information, business registration numbers, references, etc.

## 8. Disclosure of Personal Information

In the event that a law enforcement agency, court of competent jurisdiction, or any other judicial body of competent jurisdiction requests personal information, the .aeDA will only disclose personal information if the .aeDA are obligated to do so by law or if the .aeDA has received a warrant, subpoena, court order, or an order from another legal authority. All such disclosures are documented unless prohibited by law.

It should be noted that as the .aeDA has no control over the acts of any third party, the privacy protection stated in this Policy ceases to apply to any information that has been disclosed to a third party in accordance with this Policy. The .aeDA will endeavour to deal only with responsible third parties but assume no responsibility for the privacy protection provided by such third parties.

## 9. Federal Law No.2 of 2006 – Preventing Information Technology Crime Law

It is the intention of the .aeDA to abide by all the concerned Laws and Regulations of the UAE in particular the Federal law on Preventing Information Technology Crimes No. (2) of 2006. Should the .aeDA become aware of any violation or suspected violation of this law, the .aeDA will report such circumstances to the appropriate bodies as required by the law in a timely manner.

## 10. Whols Service

The .aeDA makes certain information available to the public through the Whols Service. The information displayed is described in the Whols Policy.

Any person may use the Whols service, provided it is for the following purposes only:

- 10.1. to query the availability of a Domain Name;

- 10.2. to identify the holder of a Domain Name Licence; and/or
- 10.3. to contact the Domain Name Licensee in regard to the Domain Name or in regard to the relevant website.

The Whois Data shall not be used for any other purposes other than those mentioned above. Purposes which are prohibited shall include, but are not limited to, any activities which are unsolicited and can reasonably be viewed as harvesting addresses of Registrants or Registrant Contacts (electronic or otherwise) for the purpose of transmitting by e-mail, telephone, facsimile, or regular mail any commercial, advertising, market research, solicitation activities, or any other purposes which may be reasonably viewed as intrusive by a reasonable Domain Name Licence.

No user of the Whois Service is permitted to utilise automated and/or electronic processes that send queries to the Whois Service, or data to the Whois Data-base, except as is reasonably required to Register Domain Names or modify existing Registrations.

## **11. Accuracy and Retention**

It is important that the information obtained from Registrants is accurate. Information that the .aeDA will act on, (such as contact information, complaints, disputes, resumes, etc.), must be accurate.

The .aeDA retains information according to internal retention schedules, which depend on the purpose of the information and contractual requirements which need complying with in respect of that information.

## **12. Security**

It is important that the information maintained by the .aeDA on behalf of Registrants is accurate, protected from interference by other parties, and treated in confidence by as few personnel as necessary. The .aeDA maintains state of the art firewall and antivirus protection on all equipment, train staff, and hire only responsible and capable contractors to manage appropriate systems.

The .aeDA will use such secured encryption systems as are appropriate when collecting personal information over the Internet.

## **13. Access to information**

The intention of this Policy is to answer questions regarding the privacy Policy and practices in relation to access to information.



## 14. Policy Review

The .aeDA may update this Policy at any time in its complete discretion, including for the purpose of clarification.