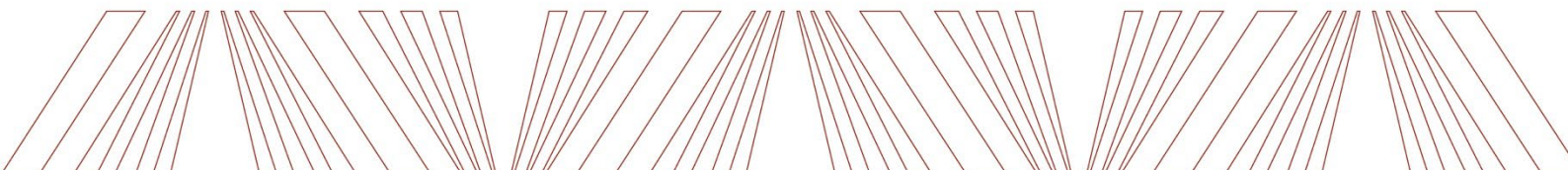




دائرة رأس الخيمة للمعرفة  
**RAS AL KHAIMAH**  
DEPARTMENT OF KNOWLEDGE

# Website Privacy Policy

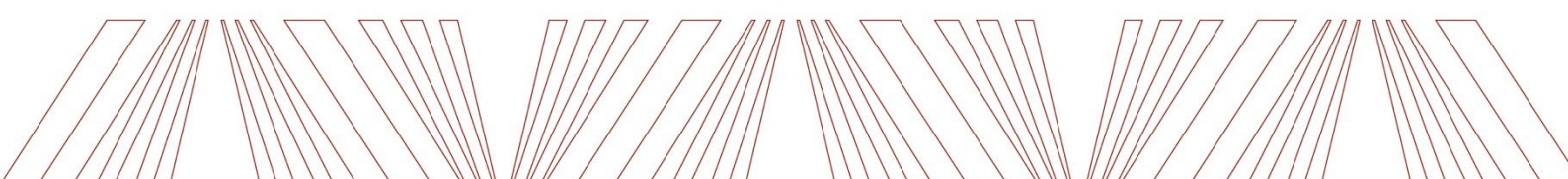
Ras Al Khaimah Department of Knowledge





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## 2. Introduction

At Ras Al Khaimah Department of Knowledge (RAK DOK), we prioritize the protection and confidentiality of sensitive information belonging to our employees, customers, partners, and stakeholders.

### 2.1 Purpose:

This privacy statement (the "Privacy Statement") applies to the RAK DOK's website (the "RAK DOK Website") and covers, among other matters, data collection and usage. By visiting the RAK DOK Website, you are accepting and agreeing to the terms of this Privacy Statement.

### 2.2 Scope of application

All RAK DOK website users.

## 3. Definitions

This Privacy Statement (together with our terms of use and any other documents referred to therein) sets out (i) the basis on which we will process any personal data we collect from you, or that you provide to us; and (ii) information on our use of cookies. Please read the Privacy Statement carefully. You can use and browse the RAK DOK Website without having to disclose your personal data, except as may be necessary to allow us to respond to your requests or in cases where you contact us directly.

## 4. Collection and processing of personal data

We collect personal data (which may include sensitive personal data) when you provide it to us, through registration, completion of forms, emails, enquiries and requests, and similar situations in which you have chosen to provide the information to us. The information we collect may include, without limitation, your name, email address, home or work address, telephone number, age or gender. If you choose not to provide such information, it may not be possible for us to respond to your request or enquiry. We will retain control of and responsibility for, the use of any personal data you disclose to us. Such data shall remain in our possession, or that of data intermediaries acting on our behalf.

## 5. Purposes of use

All personal data and other information collected may be used by RAK DOK and may be combined with other information for, amongst other things, the following purposes:

- Operating the RAK DOK Website.
- Responding to your enquiries or requests under your emails, telephone calls, faxes and/or submission of form(s).
- Responding to your job/internship application or your recruitment queries; and



- Responding to and taking follow-up action on complaints.

## 6. External links

RAK DOK may contain links to other websites whose data protection and privacy practices may differ from ours. We are not responsible for the content and privacy practices of the other websites and encourage you to consult the privacy notices of the respective websites.

## 7. IP addresses

When you use the RAK DOK Website, RAK DOK may collect and store information about your computer (including your IP address, operating system and browser type) for system administration. This is statistical data about our users' browsing actions and patterns. This data could possibly lead to your identification, but we, and our data intermediaries, do not use it to do so unless permitted by law.

## 8. Use of cookies

The RAK DOK Website uses "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. One of the primary purposes of cookies is to simplify the process of recording your personal information. When you return to the RAK DOK Website, the information you previously provided can be retrieved, so you can easily use the features that you customized. You can accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the RAK DOK Website. Your browser should also enable you to disable, control or delete cookies if you wish. However, you should note that if you choose to do this, it may have an impact on the quality of your browsing experience.

## 9. Disclosure of your personal data

To respond to, or process, your requests to RAK DOK, we may have to disclose your personal data to any member of our group or third parties such as our service providers and professional advisors. You hereby authorize us to transfer your personal data to such third parties, who will process your personal data in accordance with this Privacy Statement. Your personal data will not be disclosed to any further parties, unless we have obtained your consent or are legally required to do so.



## 10. Where we store your personal data

The personal data that we collect from you will be stored in the UAE. By submitting your personal data, you agree to this transfer, storing and processing. RAK DOK will take appropriate steps to ensure that your personal data is treated securely and in accordance with this Privacy Statement.

## 11. Security

We use technical and organisational security precautions to protect your data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks. Our security procedures are continuously revised based on new technological developments.

## 12. Data retention

We retain your personal data for as long as necessary for the fulfilment of the purposes for which it was collected or to which you have given your consent, except where otherwise provided for by law or in accordance with our policies.

## 13. Feedback and improvement

RAK DOK, at its sole discretion, may amend this Privacy Statement with immediate effect and without notice. By continuing to visit the RAK DOK Website, you are accepting and agreeing to the amended Privacy Statement.

## 14. Contact Information

For any questions or feedback related to this policy, please contact: [info@dok.rak.ae](mailto:info@dok.rak.ae)

## 15. Conclusion

By adhering to this Privacy Policy, RAK DOK aims to maintain the trust of its website users, customers, partners, and stakeholders while protecting sensitive information from unauthorized access, use, or disclosure.



## 16. Revision History

<b>Policy reference no:</b>	DOKP-IT-01-60-23-V1
<b>Document name:</b>	Website Privacy Policy
<b>Effective date:</b>	April 22, 2024,
<b>Version:</b>	01
<b>Issue date:</b>	April 22, 2024
<b>Updated on:</b>	
<b>Updated by:</b>	Zahraa Mahmoud
<b>Reviewed by:</b>	Amal Alhamarna

**Note:**

This Policy is issued and controlled by Ras Al Khaimah Department of Knowledge (RAK DOK) the "Authority". It is understood that this Policy is to be treated as confidential and the same should not be copied. Any disclosure in whole or in part for any purpose is considered as not authorized unless prior written permission is obtained from the Authority.

