

Anglo Company Limited For Solutions

Aal Othman Street, Al Aqariah Buildings,
Building #3, Entrance 1 - El Hay El-Asher,
Nasr City, Cairo, Egypt, PO Box: 4442134

Tel: +2 02 220 79 35 15

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www.anglo-company.com

VAT#: 754-760-049

Com Reg.#: 212722



أنجلو كومبني المحدودة للحلول المتطورة

شارع آل عثمان، عمارات العقارية،
مبنى رقم 3، مدخل 1 - الحي العاشر،
مدينة نصر، القاهرة، مصر، ص.ب: ٤٤٤٢١٣٤

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تسجيل ضريبي رقم: ٧٥٤-٧٦٠-٠٤٩

سجل تجاري رقم: ٢١٢٧٢٢

Anglo Company Limited
Tax Reg. No.
754-760-049

Company Policies

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Company Policies

1. Privacy Policy

At Anglo Company Limited for Solutions, we are committed to protecting and respecting your privacy.

Our privacy policy explains what personal information we collect, why we collect it, how we use it, the control you have over it and how we protect it. This privacy notice applies to personal information we collect through our Anglo Company websites, or which is provided by you in person (for example when you visit our offices, exhibition stands or events).

It is important you read this privacy notice, together with any terms and conditions we may supply or make available to you from time to time. This privacy notice supplements the other notices and is not intended to override them.

By sharing your personal information with us, or by continuing to use our website & app, you confirm that you have read and understood the terms of this privacy policy. We take responsibility for the personal information we collect about you, and we aim to be transparent about how we handle it, and give you control over it.

For details on Anglo Company's Privacy Policy, please check list below.

1. Contact Us

If you have any questions, comments, or concerns about any aspect of this privacy policy, how we handle your personal information, or would like to make a complaint, please contact our Privacy Team for email at info@anglo-company.com or in writing at C/O The Privacy Team, Anglo Company Limited For Solutions, Aal Othman Street, Al-Aqariah Buildings, Building #3, Entrance 1 - El Hay El-Asher, Nasr City, Cairo, Egypt.

2. Changes to this privacy policy and your information

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back often to see any updates or changes to our Privacy Policy. It is important that the personal information we hold about you is correct and current. Please keep us informed if your personal information changes during your relationship with us.

3. Who are we?

For over thirty-five years, and counting, Anglo Egyptian has been elcometer's sole distributor of the coating's inspection, & laboratory equipment, in parallel with concrete inspection, and metal detection equipment to the Egyptian market with leadership.

Anglo Egyptian Trading is one legal entity, details of which can be found here. This privacy policy is issued on behalf of this entity so when we mention "Anglo", "Anglo Company", "Anglo

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Company Policies

Egyptian", "Anglo Company Limited For Solutions", "us", "we" or "our", we are referring to Anglo Company Limited For Solutions. So Anglo is the controller of your personal information either in our website terms, or when you buy a product or service from us. If you are attending our offices, the controller of your personal information will be the company running out of such offices. Where you attend an event, it will be Anglo that is exhibiting at such event or that is responsible for your country.

4. What Personal Information do we collect?

Our main reason for collecting your personal information is to supply the products or services you have requested from us and to improve the services, products, and experiences that you expect from us.

Personal information is defined slightly differently across the world. To guarantee your privacy and the protection of your information, we define it as any information that could be used to identify you or another living individual.

Through your interactions with us, you may share with us, or we may collect the following personal information:

- **Identity Data** - includes full name and title, username or other similar identifiers, gender.
- **Contact Data** - includes your address, country of residence, E-mail address, telephone number, fax number.
- **Financial Data** - Bank details and payment card details.
- **Employment Data** - includes certificates, qualifications, and employment history.
- **Transaction Data** - includes your order history, the products you buy and anything else related to your account or orders.
- **Technical Data** - includes the Internet Protocol (IP) address, your login data, browser type, time zone, data and time of interaction, browser plug-in types, operating systems, platform, and other technology on the devices you use to access the website or app.
- **Profile Data** - includes your username, password, feedback, survey responses.
- **Usage Data** - includes information about how and when you use our products, services, website, or apps.
- **Marketing Data** - includes your preferences in receiving marketing from us and your communication preferences.

In some circumstances, we will need that information to be able to provide you with a product or service that you have asked for; for example, we need your payment information when you buy a product, and your address to deliver it to you. Where we need to collect personal information by law, or under the terms of a contract we have with you and you fail to provide the information requested, we may not be able to perform the contract and in which case we may have to cancel the product or services you have with us, but we will notify you of this at the relevant time.

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If you share details of other people with us (for example, if you have bought a product from us for another person or if you register another person for our app), then you will need to check with that person that they are happy for you to share their personal information with us, and for us to use it in accordance with this privacy policy.

We also collect, use, and share anonymous data and aggregated data such as statistical data or demographic data for any purpose. Although such data may be derived from your personal information, it is not considered personal information as it does not directly or indirectly reveal your identity.

We do not collect any special categories of personal data about you (this includes details about your race, ethnicity, religious or philosophical beliefs, sexual orientation, political views, trade union membership, information about your health and genetic or biometric data).

5. How do we collect your information?

We use different methods to collect personal information from and about you, including through:

Personal interactions - you may provide us with a variety of personal information, including: your identity, contact, employment, and financial data when you attend our events, offices or correspond with us by post.

Electronic interactions - you may typically provide us with your identity, contact, customer data, financial data, transaction data, technical data and profile data, when you contact us by: our website, email, telephone, when you order products or services from us, request a quotation, set up a user account, subscribe to our service or publications, request marketing is sent to you, provide feedback to us, register your warranty, complete a survey, update your account information, download Anglo App, or ask for technical support through our website.

Automated technologies - when you interact with our website, send us an email, or use our apps, we may automatically collect your technical data, usage data, the internet address of the website from which you link through to our website and information on how you use our websites or apps. We use this information so that we can see how well our websites and apps are working, how they are used and what users look at most and to prevent automated spam.

We track our emails to review how you engage with them; including whether they are delivered to you, whether you open them, whether you choose to learn more about what is happening at Anglo (for example, by clicking on a link in our e-mail).

Analytics providers - we use Google Analytics on our site for anonymous reporting of site usage. We use the collected information to compile reports to analyze and further improve our site. We only use this information for statistical analysis purposes and then the data is

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removed. Google analytics use cookies as part of their analytical process, please see our cookies policy for more information about this and other cookies that run on our website. We do not currently respond to Do Not Track (DNT) signals.

Social Media Sites - you may use social media to contact us about your branded products, or to leave a review. We review publicly available social media and online sites to get a better understanding of what people are saying about us, and our products, technology, and services and to help consumers who prefer to contact us through social media. We only collect information about you that you have made publicly available on such sites (Facebook, YouTube, Twitter, LinkedIn, Instagram). We make sure any information we use is properly credited to its source or is made anonymous.

6. How do we use your personal information?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform the contract, we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to follow a legal or regulatory obligation.
- To supply and improve the service, products, and experiences that you expect from us.

Generally, we do not rely on consent as a legal basis for processing your personal information other than in relation to sending electronic marketing communications to you or where we are required to transfer your personal information outside of Egypt in order to deal with your enquiry or request. You have the right to withdraw your consent to marketing at any time by contacting us or [How can you change the way that we contact you about our products, services, and support?], see below for further information on how to do this.

We have set out below, in a table format, a description of the ways we plan to use your personal information, and which legal basis we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using your information. Please contact us if you need details about the specific legal ground, we are relying on to process your personal information where more than one ground has been set out in the table below.

To process and deliver your order including: (a) manage payments, fees, and charges (b) collect and recover money owed to us	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)
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فاكس: ٩٣ ٢٩ ٧٩ ٢٢٠ ٢٠٢ +٢

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To manage our relationship with you which will include: (a) notifying you about changes to our terms or privacy policy (b) asking you to leave a review or take a survey	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To enable you to partake in a prize draw, competition or complete a survey	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganization or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	Necessary for our legitimate interests (to develop our products/services and grow our business)
To assist in any disputes, claims or investigations relating to your product or warranty matters	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to ensure good customer satisfaction)
To detect and prevent fraudulent transactions	Necessary for our legitimate interests
To provide support with technical issues	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to ensure customers are aware of updates to our products and systems and help grow our business)

7. Anglo contact promise

We would like to keep you posted, whether it is on our latest product announcements, upcoming events, or opportunities to test new products.

We do this in many ways, including e-mail, post, via social media platforms, throughout our Anglo app and by phone, but only if you are happy for us to do so.

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Ultimately, we want to make sure you are happy with the communications you receive from us. We therefore promise to:

- Only send you marketing communications when you have told us it is ok to do so.
- Only allow Anglo Approved Distributor in your country to send you marketing communications if you have told us, it is ok to do so.
- Never pass your personal information to anyone outside the Anglo or our Approved Distributor network for them to use for their own marketing purposes; and
- Give you the choice to stop receiving support or marketing communications at any time.

8. How can you change the way that we contact you about our products, services, and support?

You can change the way that we contact you in the following ways:

Opt-In/Start Contacting Me

If you had not previously asked us to send you marketing communications, you can ask us to start contacting you (sometimes called an "opt-in") by:

- Contacting Anglo saying that you would like to receive communications from us.
- If you have an online trading account, logging into your account and changing your preferences.
- Completing and returning our online [General Support Form](#).

Opt-Out/Stop Contacting Me

If you want to stop receiving marketing or support communications from us (sometimes called "opting out"), you can do so at any time by:

- Contacting Anglo or our approved distributor in your country saying that you no longer wish to receive such communications.
- Using the unsubscribe choice included in all our e-mail marketing and support communications.
- If you have an online trading account, logging into your account and changing your preferences.
- Emailing our privacy team at info@anglo-company.com

9. What personal information does Anglo share with third parties?

Most importantly, we never sell your personal information to anyone and only share it as outlined in this privacy policy or when you ask us to. In addition to the specific third parties set out below, we may share your personal information with third parties whom we may sell, transfer or merge parts of our business or assets to. If any change happens to the Anglo, the

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new owners or entities may use your personal information in the same way as other members of the Anglo.

10. Sharing within the Anglo Company

Most of Anglo's processes, procedures and systems are shared across Anglo Company offices, which means that we may need to share your personal information between us. We make sure that access to your personal information is limited to those of our staff who need it, and that all staff understand how and why we protect your personal information.

11. Third party service providers

We share your personal information with certain third-party service providers. They only have access to the personal information they need to perform those services. They must keep your personal information confidential and may not use it other than as we ask them to and always in accordance with this privacy policy. Those third-party service providers fall into the following categories:

- Approved Distributors, who help us to sell our products in certain countries.
- Those helping us to deliver products to you.
- Third parties that help us with mailing services, processing product purchases, financial services, IT technologies (e.g., data storage), security services and insurance claims.
- Professional advisers including lawyers, bankers, auditors, and insurers.
- HM Revenue and Customer regulators and other authorities.

Please note: If you buy a product from us, your card information is not held by us, it is collected by our third-party payment processors, who specialize in the secure electronic capture and processing of credit/debit card transactions.

12. International Transfers

Personal data in Egypt is protected by data protection laws but other countries do not necessarily protect your personal data in the same way.

We are working throughout the world, we also work with a global network of Approved Distributors so that we can provide dedicated support in your own country therefore your personal information may be transferred, stored, and processed outside of Egypt, we will only do this with your explicit consent. When you send your personal information to us, you will be asked whether you agree to this transfer, storing and processing. If you do not wish for your personal information to be treated in this manner, please do not tick the "I agree" box and do not continue with your query. If you continue with your query, then an automatic communication will be sent to the relevant member of Anglo or Approved Distributor (as applicable) who will be responsible for dealing with your query.

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Whilst we will take all steps reasonably necessary to ensure that your personal information is treated securely, we do not guarantee that the countries your information may need to be transferred to treat personal information with the same level of protection as is required by companies working within Egypt. You should also note that if you do not wish for your personal information to be transferred to a third country or third party then we may not be able to deal with your query.

A member of Anglo Company or Anglo approved Distributor will use your personal information to further your enquiry, provide you with information, products and services connected with your enquiry, and carry out any obligations arising from any contract entered into between you and a member of Anglo Company or an Approved Distributor.

If you would like further information about the global handling of your personal information, please contact us at info@anglo-company.com.

13. Other third parties

We will share your personal information if we must do so by law, including in response to a legal process, such as a court order or subpoena, or to comply with other national, state, provincial or local laws. If you would like more information on how we share your personal information, please email our Privacy Team at info@anglo-company.com.

14. Links to third party websites

We supply links to other websites such as our Approved Distributors which are not operated and controlled by Anglo Company. We have no control over and are not responsible for the content of those sites or how the third parties responsible for them collect and use your personal information. We do not endorse or make any representations about third party websites.

Third party websites usually have their own privacy policies explaining how they use and share your personal information. You should carefully review those privacy policies before you use these websites to make sure that you are happy with how your personal information is being collected and shared.

15. How long do we keep your personal information?

We only keep your personal information for as long as we need to, to be able to use it for the reasons given in this privacy policy, and for as long as we must keep it by law. The actual period for which we store your personal information will vary depending on the type of personal information and how it is used. For example, when you buy a product from us, we will store information about you and your purchase for at least the term of your warranty or guarantee.

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سجل تجاري رقم: ٢١٢٧٢٢

Anglo Company Limited
Tax Reg. No.
754-760-049

Company Policies

16. Your controls and choices

You have the right to access, update and amend personal information that we hold about you; you can do that in relation to some of your personal information if you have an online account. If you would like to change the way that we contact you, see the section above titled 'How can you change the way that we contact you about our products, services and support?'

In certain circumstances, you can also:

- Ask to access your personal information.
- Ask us to correct your personal information.
- Request erasure of your personal information.
- Object to our processing of your personal information.
- Ask us to limit or restrict our use of your personal information.
- Ask us to remove or cut your personal information; or
- Ask us to supply your personal information to a third-party provider of services.

Please note that those rights do not always apply and there are certain exceptions to them. We will also need to confirm identity before acting on certain requests.

If the law in your country allows us to impose a fee for giving you access to your personal information, or to exercise any of your other rights in relation to your personal information, we will let you know. If you would like to exercise any of your rights in relation to your personal information, please email info@anglo-company.com.

17. How do we protect your personal information?

We are committed to protecting your personal information. We use proper technical and organizational measures, including encryption, to protect your personal information and privacy, and review those regularly. We protect your personal information using a combination of physical and IT security controls, including access controls that restrict and manage the way in which your personal information and data is processed, managed, and handled. We also ensure that our staff are adequately trained in protecting your personal information. Our procedures mean that we may occasionally request proof of identity before we share your personal information with you.

18. Children

Anglo's websites, apps and products are not directed at children. We do not knowingly collect any personal information from children. If you are a child, please do not try to become a registered user of our websites, apps or products or otherwise provide us with any personal information. If we learn that we have inadvertently obtained personal information from a child, we will remove that information as soon as possible.

If you are aware of a child who has supplied their personal information to us, please contact us at info@anglo-company.com.

Anglo Company Limited For Solutions

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أنجلو كومبني المحدودة للحلول المتطورة

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مبنى رقم 3، مدخل 1 - الحي العاشر،
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سجل تجاري رقم: ٢١٢٧٢٢

Anglo Company Limited
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Company Policies

19. Translations of this privacy policy

This privacy policy has been translated from English into the official language of a number of different countries. We have done this to make sure that the policy is clear and accessible to all users of our websites and apps.

If there are any conflicts or inconsistencies between the translated versions of this privacy policy, the English version will prevail.

This privacy policy was last reviewed and updated in October 2022.

Access your information	You can ask for access to and a copy of your personal information and can check we are lawfully processing it
Correction	You can ask us to correct any incomplete or inaccurate personal information we hold about you
Erasure	You can ask us to drop or remove your personal information where: <ul style="list-style-type: none">• There is no good reason for us continuing to process it.• You have successfully exercised your right to object (see below).• We may have processed your information unlawfully; or• We must erase your personal information to comply with local law. We may not always be able to follow your request for specific legal reasons, which will be notified to you at the time of your request.
Object	You can object to the processing of your personal information where: <ul style="list-style-type: none">• We are relying on our legitimate interest (or those of a third party) as the basis for processing your personal information, if you feel it effects on your fundamental rights and freedoms.• We are processing your personal information for direct marketing purposes. In some cases, we may prove that we have compelling legitimate grounds to process your information which override your rights and freedoms, and, in such circumstances, we can continue to process your personal information for such purposes.

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سجل تجاري رقم: ٢١٢٧٢٢

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Restrict processing	<p>You can ask us to suspend or restrict the processing of your personal information, if:</p> <ul style="list-style-type: none">You want us to set up the accuracy of your personal information.Our use of your personal information is unlawful, but you do not want us to erase it.You need us to hold your personal information (where we no longer need it) as you need it to establish, exercise or defend legal claims; or <p>You have objected to our use of your personal information, but we need to verify whether we have overriding legitimate grounds to use it.</p>
Request a transfer	<p>You can request a transfer of your personal information which is held in an automated manner and which you provided your consent for us to process such personal information or which we need to process to perform our contact with you, to you or a third party. We will supply your personal information in a structured, commonly used, machine-readable format.</p>
Withdraw your consent	<p>You can withdraw your consent at any time (where we are relying on consent to process your personal information). This does not affect the lawfulness of any processing carried out before you withdraw your consent.</p>

Please feel free to reach out to us for any further information, concerns or assistance.

Thank you for your kind understanding and cooperation.

Best Regards,

Mohamed Rahmy

Managing Director

Signature:

Date:

22-11-2024