

Sabika Gold Privacy Policy

1. Introduction

Sabika Gold respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal data when you use the Sabika Gold website, mobile application, platform, customer support channels, and related services.

Sabika Gold provides a digital service that allows customers to buy, hold, sell, and, where available, request redemption of allocated gold through a customer account. Sabika Gold is not a bank and does not provide general payment account, money transfer, or remittance services.

By using Sabika Gold, you confirm that you have read and understood this Privacy Policy.

2. Personal Data We Collect

We may collect the following categories of personal data:

2.1 Identity Data

This may include your full name, date of birth, nationality, national ID or Iqama number, passport details, gender, photograph, identity document images, and biometric or liveness verification data where required for identity verification.

2.2 Contact Data

This may include your mobile number, email address, residential address, and communication preferences.

2.3 Account Data

This may include your username, customer account number, account status, login details, security settings, verification status, and customer support records.

2.4 Transaction Data

This may include gold purchase orders, gold sale orders, gold holdings, price quotes, fees, taxes, payments made to Sabika Gold, proceeds from gold sales, bank transfer references, beneficiary bank account details, refunds, and transaction history.

2.5 Payment and Bank Data

This may include card payment references, bank transfer details, verified bank account information, virtual account or collection account references, and payment gateway records.

Sabika Gold does not intentionally store full card numbers unless required and permitted through a compliant payment service provider.

2.6 Compliance and AML Data

This may include source of funds information, occupation, employer, income range, expected transaction activity, sanctions and politically exposed person screening results, risk rating, enhanced due diligence information, and records required for anti-money laundering and counter-terrorist financing compliance.

2.7 Technical Data

This may include IP address, device ID, browser type, operating system, app version, device type, location derived from IP address, login timestamps, security logs, cookies, tracking technologies, and usage analytics.

2.8 Communications Data

This may include messages you send to us, call recordings where applicable, support tickets, emails, WhatsApp or SMS communications, survey responses, and feedback.

3. How We Collect Personal Data

We collect personal data when you:

- Create or use a Sabika Gold account;
- Complete identity verification;
- Buy, hold, sell, or redeem gold;
- Transfer funds to Sabika Gold to buy gold;
- Receive proceeds from a gold sale;
- Contact customer support;
- Visit our website or use our app;
- Participate in promotions or referral campaigns;
- Respond to surveys or marketing communications;
- Interact with our social media or advertising campaigns.

We may also receive personal data from third parties, including identity verification providers, payment service providers, banks, fraud prevention providers, analytics providers, regulatory databases, sanctions screening providers, and publicly available sources.

4. Why We Use Your Personal Data

We use your personal data for the following purposes:

4.1 To Provide Our Services

We use your data to create and manage your customer account, process gold purchase and sale orders, maintain records of your gold holdings, provide account statements, process payments, and support redemption requests where available.

4.2 To Verify Your Identity

We use your data to verify that you are who you say you are, prevent fraud, meet compliance requirements, and protect customers and Sabika Gold from misuse.

4.3 To Meet Legal and Compliance Obligations

We use your data to comply with applicable laws, regulations, regulatory requests, anti-money laundering requirements, counter-terrorist financing requirements, tax obligations, audit requirements, consumer protection obligations, and court or government orders.

4.4 To Monitor and Prevent Fraud

We use your data to detect suspicious activity, unauthorised access, account misuse, identity fraud, payment fraud, sanctions exposure, and other unlawful activity.

4.5 To Improve Our Services

We use your data to improve app performance, customer experience, product features, pricing displays, customer support, security, and operational reliability.

4.6 To Communicate With You

We use your data to send account notifications, transaction confirmations, security alerts, service messages, regulatory notices, support responses, and marketing communications where permitted.

4.7 For Marketing

Where permitted by law, we may use your contact details and usage data to send offers, referral information, educational content, gold market updates, and promotional material. You may opt out of marketing communications at any time.

5. Legal Basis for Processing

We process your personal data where:

- Processing is necessary to provide the services you request;
- Processing is necessary to comply with legal or regulatory obligations;
- Processing is necessary to protect Sabika Gold, customers, or third parties from fraud or unlawful activity;
- You have provided consent, where consent is required;
- Processing is necessary for legitimate business purposes, provided this does not override your rights under applicable law.

6. Sharing Your Personal Data

We may share your personal data with:

- Banks and payment service providers;
- Gold suppliers, custodians, vaulting providers, logistics providers, or redemption partners;
- Identity verification and KYC providers;
- AML, sanctions, fraud prevention, and risk screening providers;
- Technology hosting, cloud, analytics, and cybersecurity providers;
- Customer support and communications providers;
- Professional advisers, auditors, lawyers, and insurers;
- Regulators, government authorities, courts, law enforcement agencies, or other parties where required by law.

We do not sell your personal data.

7. International Data Transfers

Your personal data may be processed or stored outside the Kingdom of Saudi Arabia where necessary for service delivery, identity verification, payment processing, cloud hosting, support, security, or compliance purposes.

Where personal data is transferred outside Saudi Arabia, we will take steps designed to comply with applicable personal data transfer requirements, including contractual, technical, and organisational safeguards where required.

8. Data Retention

We keep your personal data only for as long as necessary for the purposes described in this Privacy Policy, including to provide services, comply with legal and regulatory obligations, resolve disputes, prevent fraud, maintain accounting records, and enforce our agreements.

Some compliance, AML, transaction, tax, and audit records may need to be retained after your customer account is closed.

9. Security

We use reasonable technical, administrative, and organisational measures to protect your personal data, including access controls, encryption where appropriate, monitoring, authentication controls, audit logs, and staff confidentiality obligations.

However, no digital system is completely secure. You are responsible for keeping your login credentials secure and for immediately notifying us of any suspected unauthorised access.

10. Your Rights

Subject to applicable law, you may have the right to:

- Know what personal data we process about you;
- Request access to your personal data;
- Request correction of inaccurate or incomplete data;
- Request deletion or destruction of personal data where legally permitted;
- Withdraw consent where processing is based on consent;
- Object to certain processing activities where permitted;
- Request a copy of your personal data where applicable;
- Submit a complaint to the relevant authority.

To exercise your rights, contact us at: **[Insert privacy email]**.

We may need to verify your identity before responding to your request.

11. Children

Sabika Gold is not intended for individuals under the legal age required to enter into binding contracts or use the service. We do not knowingly provide accounts to minors. If we discover that an account has been created by a minor without proper legal authority, we may suspend or close the account.

12. Marketing Communications

You may opt out of marketing messages by following the unsubscribe instructions in the message or by contacting us. We may still send you service, security, compliance, and transaction-related messages.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes through the app, website, email, or other appropriate channels. The latest version will always be available on our website or app.

14. Contact Us

For privacy questions or requests, contact:

Sabika Gold

Email: info@sabikagold.com