

	Promise Insurance Services		
	Privacy Policy	Document Name	Public
		Version	1
		Date	28/08/2024
		Page	Page 1 of 2

1. Introduction

Promise Insurance Services ('we', 'us', 'the Company') is committed to protecting the privacy of our clients and website visitors. This Privacy Policy explains how we collect, use, share, and protect your personal information and health information (PII/PHI) when you use our services or visit our website.

2. Information We Collect

- Personal identification details (name, Emirates ID/passport number, contact information, date of birth)
- Health information relevant to insurance applications and claims, where applicable
- Policy, premium, and claims information
- Technical information when you visit our website (e.g. browser type, IP address), used only to operate and improve the site

3. Why We Collect It

- To arrange and administer insurance policies on your behalf
- To process and support insurance claims with insurers and Third-Party Administrators (TPAs)
- To respond to your enquiries and provide customer support
- To comply with legal and regulatory obligations, including those of the Department of Health (DoH) Abu Dhabi

4. Legal Basis for Processing

We process your personal information based on your consent, the necessity of processing to perform our insurance brokerage services, and to comply with our legal and regulatory obligations.

5. How We Protect Your Information

We implement appropriate technical and organizational measures to protect your PII/PHI, including access controls, encryption of data in transit and at rest, and regular security assessments. Your data is stored and processed within the United Arab Emirates.

6. Who We Share Your Information With

We share your information only where necessary with insurers, Third-Party Administrators (TPAs), and regulatory authorities, strictly for the purposes described in this policy. We do not sell your personal information to third parties.

7. International Transfers

Your data is kept within the UAE. Any transfer of your information outside the UAE would only occur where legally permitted and with appropriate approval from the Department of Health, where required.

	Promise Insurance Services		
	Privacy Policy	Document Name	Public
		Version	1
		Date	28/08/2024
		Page	Page 2 of 2

8. Data Retention

We retain your information for as long as necessary to provide our services and to meet our legal and regulatory retention obligations, after which it is securely disposed of.

9. Your Rights

- Right to access the personal information we hold about you
- Right to request correction of inaccurate information
- Right to request deletion of your information, subject to our legal retention obligations
- Right to request transfer of your information
- Right to withdraw consent at any time, as easily as it was given

To exercise any of these rights, please contact us using the details in Section 12. Requests are handled in accordance with our Data Subject Request Procedure.

10. Cookies

Our website may use cookies to improve your browsing experience. You can control cookie settings through your browser at any time.

11. Data Breach Notification

In the event of a data breach affecting your personal information, we will notify the relevant authorities and, where required, affected individuals, in accordance with applicable law and regulatory requirements.

12. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact our Data Protection Officer:

Promise Insurance Services -info@promiseinsure.com

13. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.


 Prepared By: Asny Azeez

Public


 Approved By: Albert Jolly