

ALLIANCE FRANÇAISE ABU DHABI - PRIVACY POLICY

Alliance Française Abu Dhabi is committed to protecting and respecting your privacy. This www.afabudhabi.org website is owned and operated by Alliance Française Abu Dhabi.

Company Information

Alliance Française Abu Dhabi

Villa 75, Al Bateen Street, Exit 19 in front of Al Ittihad School

P.O. Box: 2646, Abu Dhabi, United Arab Emirates

This Privacy Policy explains what personal information we collect, why we collect personal information about people who visit our website, how we use it and the conditions under which we would disclose it to others. It also provides details of how we keep it secure and how you can access your information.

CONSENT

By visiting our website or choosing to provide us with your personal information you agree and consent to this Privacy Policy.

When you make a booking on behalf of another person, you undertake and will ensure that the individual whose customer data is supplied to Alliance Française Abu Dhabi has authorized the disclosure, is informed of and consents to the terms and conditions of this Privacy Policy.

COLLECTION OF INFORMATION

- When you use our website certain non-personal information is collected such as browser type, language preference, geographical location and IP addresses. This may be through the use of cookies.
- We collect personal information from you when you register on our website, contact us by telephone, by email or when you fill out a registration form in person.
- We collect the following information when you register or submit an enquiry on our website or fill in a physical registration form – first name, last name, email, phone number, nationality, city you would like to study in, your organization name (if applicable).

- If you register for a standardized test (e.g. TEF, TCF, DELF/DALF, DELF Prim, DAEFLE) the following information is required – first name, last name, phone number, email, gender, date of birth and a copy of your passport or Emirates ID.

If you purchase 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 online capture and processing of credit/debit card transactions.

HOW DO WE USE YOUR PERSONAL INFORMATION?

- To fulfill any agreement we have with you, including booking your course or booking an exam, confirming your schedule, contacting you if there are changes to your course schedule, and responding to your enquires or requests.
- To keep you informed about our products and services, special offers and events. You can unsubscribe from these platforms at any time by [clicking here](#).
- To notify you about changes or updates at Alliance Française Abu Dhabi and other products and services.
- In order to conduct customer satisfaction surveys to get feedback on the quality of our products and services and ways to improve them.
- To allow you to take part in any promotional offers, prize draws and competitions that you have volunteered to take part in.
- For direct marketing and to customize the content and advertising which you see, this may involve the use of cookies and personalize our communication with you based on the information you provided.
- Comply with our legal obligations and administrative purposes including accounting, billing and auditing.

RETENTION OF INFORMATION

Alliance Française Abu Dhabi will retain customer data for as long as it is necessary to fulfill the purpose for which it was collected, the legal or business purposes of Alliance Française Abu Dhabi, or as required by relevant laws.

We also retain your information to make your future interactions with us convenient and to personalize communication and the products and services offered to you.

UPDATING OF PERSONAL INFORMATION

The accuracy of your information is important to us. If you are concerned that any information we hold about you is incorrect or out of date, please contact us by email info@afabudhabi.org. These rights are without prejudice to any legal rights you may have in applicable laws.

LIVE CHAT SERVICE

We use a third-party provider, Tidio Chat, to supply and support our live chat service, which we use to handle customer enquiries in real time. If you use the live chat service on our website we will collect your name, email address, and the contents of your live chat session.

HOW WE PROTECT YOUR INFORMATION

We invest significant resources in maintaining the security and confidentiality of personal information.

- We follow strict security procedures in the storage and disclosure of information that you have given us, to prevent unauthorized access to that information. Customer data are stored in our secure server which requires security authentication to access.
- Our websites are secured using an SSL Certificate. It secures all data as it is passed from your browser to our website's server. Nevertheless there is no transfer method via the internet and no method of electronic storage which is 100% safe. We take all reasonable steps to protect your personal information but cannot guarantee the security of any data you disclose to us by email or online.
- Stored data on our internal systems are protected via firewall. Access is only given to specific users via access control both on 'user level' and 'network level'.

COOKIE POLICY

- By visiting the afabudhabi.org website you agree and consent that we and third parties can store and access IP addresses, cookies, and use other tracking methods to collect aggregated data about website usage.
- We use cookies to provide you with personalized content, improve your online experience and tailor our advertising and communications to you.

- A visit to a page on the Alliance Française Abu Dhabi's website may generate the following types of cookie: site performance cookies, analytics cookies and advertising cookies.
- Modern browsers allow you to change your cookie settings. You can set your browsers or devices to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time.

TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION?

Alliance Française Abu Dhabi will not sell, trade, or rent your personal information to others.

- To third party advertising and social media platforms to provide personalized advertising.
- Law enforcement or governmental organizations where we are required to do so by any applicable law.
- Your friend, if you make a "refer a friend" request or similar.
- If you have enrolled in our courses through your organization, we will share your data, course attendance and test results with your employer upon their request.
- If you have purchased an online self-study course powered by a third party your personal information will be shared with them in order to activate your account, provide you with technical support and to keep you informed about product updates.
- If you register for a standardized test (e.g. TEF, TCF, DELF/DALF, DELF Prim, DAEFLE) the following information is provided to the language qualification exam; first name, data of birth, gender and copy of your passport or Emirates ID.

LINKS

Alliance Française Abu Dhabi may provide links to other third-party websites, and other websites may provide links to the Alliance Française Abu Dhabi website. Third party websites operate according to their own terms of use and privacy policies. Alliance Française Abu Dhabi has no control over such third party websites, and therefore you acknowledge and agree that Alliance Française Abu Dhabi is not responsible for the availability of such third-party sites, and does not endorse, and is not responsible or liable for any content, advertising, products, or other materials on or available from such sites. You further acknowledge and agree that Alliance Française Abu Dhabi will not be

responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, advertising, products, or other materials on or available from such sites.

MINORS PRIVACY

Alliance Française Abu Dhabi does not solicit personal information from children. You must be 21 years or older to use this site. Alliance Française Abu Dhabi does not knowingly collect personal data from minors or allows them to register.

CHANGES TO THIS PRIVACY POLICY

We may change this policy from time to time without notice and the updated version will be posted on this page. Please check this page occasionally to ensure that you're aware of the changes.

CONTACTING US

If you have questions, concerns or feedback regarding our Privacy Policy, you can contact us [here](#) or by email info@afabudhabi.org.