

# Privacy policy

We are an **ADVANCED TECHNOLOGY FOR FINANCIAL SERVICES** company **“GLOBX PAY “**, committed to protecting your privacy and personal data. Your trust is at the core of our operations, and we strive to ensure that your information is processed securely and appropriately. This policy outlines how we collect, use, and protect the personal information we obtain from our customers, as well as your rights regarding that information.

Our privacy policy is in compliance with local and international laws and regulations related to data protection. We aim to provide reliable and transparent financial services and emphasize the importance of protecting the personal information we hold.

We invite you to read this privacy policy carefully, as it contains important details about how we handle your data, including the purposes for which we collect information, how it is used, data sharing, and your rights in this regard. If you have any questions or concerns, please do not hesitate to contact us.

## **Collecting and Using Information**

You may need to provide certain specific personal information to enhance your experience while using our service, such as your phone number. The information we request will be retained and used as outlined in our privacy policy.

- **Collecting Documents and Personal Information**

In accordance with the company's internal policies derived from the instructions and regulations of the Central Bank of Jordan, we will collect a copy of the client's identification document for customer verification when opening a wallet.

**The collection of documents and personal information includes the following:**

- Customer Identification Information such as (NAME, APPROVED IDENTIFICATION DOCUMENTS)
- contact details such as (Mobile number, Email)
- Information and Supporting Documents According to Company Policies and Central Bank regulations such as data required for KNOW YOUR CUSTOMER procedures.

- Using Customer Personal Information and Data

The data will be used for the purposes of verifying the customer's identity and for "Know Your Customer" (KYC) procedures

- Data will be collected and stored for purposes related to the company's operations, and it will not be disclosed except in exceptional cases and in accordance with the applicable regulations set by the Central Bank.
- Personal data may be shared with third parties with the customer's consent and in accordance with the applicable regulations set by the Central Bank.

### **Why we will share costumers' data and information.**

Your information may be shared to provide you with products or services you requested (for example, if they are not offered by GLOBX PAY, which operates this site). This sharing may occur if we have a legitimate interest in doing so (such as for risk management, identity verification, fraud prevention, or preventing misuse of our site or services), or where you have given us your consent to do so.

### **Protecting Customer Information and Personal Data:**

Our company is committed to protecting customer data and documents by implementing strict policies and procedures that comply with Central Bank instructions. This ensures that information is safeguarded against loss, damage, alteration, disclosure, theft, or any unauthorized or accidental use.