

Privacy Policy

Effective Date: 24th July 2026 **Last Updated:** 14th July 2026

1. Introduction

Welcome to famiigo. This Privacy Policy explains how **famiigo Portal CO. L.L.C** ("famiigo", "we", "our", or "us") collects, uses, discloses, and protects your personal information when you use the famiigo mobile application, website at www.famiigo.com, or any related services (collectively, the "Services").

We are committed to protecting your privacy. This policy is designed to comply with the data protection and privacy laws applicable in the jurisdictions where we operate. This policy reflects internationally recognized privacy principles, including:

- Lawfulness, fairness, and transparency in how we process personal data
- Purpose limitation, data minimization, and accuracy
- Storage limitation, security, integrity, confidentiality, and accountability

By using the Services, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree, please do not use the Services.

2. Data Controller

The data controller responsible for your personal data is:

famiigo Portal CO. L.L.C, City Gate Building, Office 04, Port Saeed, Dubai, United Arab Emirates Email: privacy@famiigo.com, Trade License Number 1050974

For **data protection** inquiries: privacy@famiigo.com

If we are required to appoint a Data Protection Officer (DPO) under applicable law, the DPO's contact details will be listed here.

3. Information We Collect

3.1 Information you provide directly

- **Account information** — name, email address, password (encrypted), profile photo (optional).
- **Profile preferences** — family composition (ages of children, pets), accessibility needs you choose to disclose, location preferences, saved places.
- **User-generated content** — places you submit, reviews, photos, comments, reports of inaccuracies.
- **Communications** — messages you send to us, feedback, support requests.
- **Payment information** (if applicable) — processed by third-party payment processors; we do not store full card details.

3.2 Information collected automatically

- **Device information** — device type, operating system version, unique device identifiers, mobile network information.
- **Usage data** — pages viewed, searches performed, listings viewed and saved, time spent, features used, crash logs.
- **Location data** — your device's approximate or precise location, *only with your explicit consent and only while you use the Services*. You can revoke this at any time in your device settings.
- **Cookies and similar technologies** — see Section 9 below.

3.3 Information from third parties

- **Social login providers** (if used) — basic profile information from Google, Apple, or Facebook if you choose to sign in with those services.
- **Analytics providers** — aggregated usage information.

3.4 Sensitive personal data

We collect only the personal data that is adequate, relevant, and limited to what is necessary for the purposes described in this policy. Where a purpose can reasonably be achieved with less personal data, we will limit our collection accordingly.

However, if you choose to disclose information about disabilities, medical conditions, or other sensitive categories to help us recommend appropriate places, this is processed only with your explicit consent and used solely to provide and improve the Services. You can withdraw consent or delete this information at any time.

3.5 Children's data

The Services are designed for parents and guardians, not for children directly. We do not knowingly collect personal data from children under 16 (or the relevant age of digital consent in your jurisdiction). If you believe a child has provided us with personal data without parental consent, please contact us immediately at privacy@famiigo.com so we can delete it.

Information about *your* children (e.g., ages, accessibility needs) that you choose to add to your family profile is processed under your consent as the parent or guardian.

4. How We Use Your Information

We process your personal data for the following purposes, with the corresponding legal basis

Purpose	Legal Basis
Create and manage your account	Performance of contract
Provide personalized place recommendations	Performance of contract / Consent (for sensitive data)
Send you transactional messages (booking confirmations, account notifications)	Performance of contract
Send marketing communications	Consent (opt-in)
Improve and develop the Services	Legitimate interest
Detect and prevent fraud, abuse, and security threats	Legitimate interest / Legal obligation
Comply with legal obligations	Legal obligation
Aggregate analytics to understand usage patterns	Legitimate interest (anonymized data)

You may withdraw your consent at any time without affecting the lawfulness of processing carried out before withdrawal.

5. How We Share Your Information

We do not sell your personal information. We share data only in these circumstances:

- **Service providers** — third parties that help us operate the Services (cloud hosting, analytics, customer support, payment processing, email delivery). These providers are contractually bound to handle data only on our instructions and to apply appropriate safeguards.
- **Venue partners** — *only* aggregated, anonymized information unless you explicitly opt in to share specific data with a venue (e.g., when booking).
- **Legal requirements** — to comply with court orders, government requests, or applicable law, where legally required.
- **Business transfers** — in the event of a merger, acquisition, or asset sale, with notice to you.
- **With your consent** — for any purpose disclosed at the time of consent.

We require all third-party recipients to maintain the confidentiality and security of your personal data and to use it only for the purposes specified.

6. International Data Transfers

famiigo is based in [United Arab Emirates \(UAE\)](#). If you are located outside that country, please note that your data may be transferred to and processed in countries that may not provide the same level of data protection as your home country.

In particular, when we transfer personal data from the European Economic Area (EEA), United Kingdom, or Switzerland to a country not deemed to provide adequate protection, we use appropriate safeguards including:

- European Commission Standard Contractual Clauses (SCCs)
- Other legally approved transfer mechanisms

All international transfers are carried out in accordance with the requirements of applicable law for ensuring an adequate level of protection.

7. Data Retention

We retain your personal data only for as long as necessary to provide the Services and fulfill the purposes outlined in this Policy, unless a longer retention period is required or permitted by law.

Data type	Retention period
Account information	Until you delete your account + 30 days
Usage logs	12 months
Crash and analytics logs (anonymized)	24 months

Data type	Retention period
Communications with support	24 months
Legal compliance records	As required by applicable law

When data is no longer needed, we securely delete or anonymize it.

8. Your Rights

Subject to applicable law, you have the following rights:

- **Right to access** — request a copy of the personal data we hold about you.
- **Right to rectification** — correct inaccurate or incomplete data.
- **Right to erasure** ("right to be forgotten") — request deletion of your personal data.
- **Right to restriction of processing** — limit how we use your data.
- **Right to data portability** — receive your data in a portable, machine-readable format.
- **Right to object** — object to processing based on legitimate interests or for direct marketing.
- **Right to withdraw consent** — at any time, where processing is based on consent.
- **Right to lodge a complaint** — with the relevant data protection or supervisory authority in your jurisdiction.

To exercise any of these rights, contact us at privacy@famiigo.com. We will respond without undue delay and in any event within one month of receipt of your request. Where a request is complex or where we receive a number of requests, we may extend this period by up to two further months, and we will inform you of any such extension and the reasons for it within one month of receiving your request.

9. Cookies and Similar Technologies

Our website and app use cookies and similar technologies (such as SDKs and local storage) to:

- Keep you logged in
- Remember your preferences
- Analyze usage patterns
- Detect fraud and abuse

You can control cookies through your browser settings or device permissions. Disabling cookies may affect functionality.

A separate Cookie Policy is available at www.famiigo.com/cookies.

10. Security

We implement industry-standard technical and organizational measures to protect your personal data, including:

- Encryption in transit (TLS) and at rest
- Access controls and authentication
- Regular security audits
- Staff training on data protection
- Incident response procedures

No system is 100% secure. However, if we become aware of a data breach affecting your personal data, rights and freedoms, we will notify you and the relevant supervisory authorities as required by law.

11. Third-Party Links and Services

The Services may contain links to third-party websites, apps, or services (such as venue booking pages, social media platforms, or partner sites). We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing them with any personal information.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Material changes will be communicated to you through the Services (in-app notification, email, or prominent website notice) at least 30 days before they take effect. Continued use after the effective date constitutes acceptance.

We will maintain previous versions of this Policy for reference.

13. Contact Us

For any questions, concerns, or requests regarding this Privacy Policy or our data practices:

Email: privacy@famiigo.com **Mail:** famiigo Portal CO. L.L.C, City Gate Building, Office 04, Port Saeed, Dubai, United Arab Emirates

For data protection inquiries: privacy@famiigo.com

You also have the right to lodge a complaint with the data protection or supervisory authority in your jurisdiction.

This document was last updated on 14th July 2026. By using the Services, you acknowledge that you have read and understood this Privacy Policy.