

PRIVACY POLICY FOR TRACK ALL DOCS

Effective Date: August 3, 2026 | Last Updated: August 3, 2026

This Privacy Policy explains how Track All Docs (“we,” “our,” or “us”) collects, uses, discloses, and protects personal data in compliance with the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL).

This Privacy Policy applies to all individuals whose personal data is processed through the Track All Docs platform, including registered account owners, designated contact individuals, and representatives of corporate entities using our document tracking services.

Track All Docs is intended for use by adults (individuals aged 18 and over) as registered account holders. An adult account holder may create profiles and upload documents on behalf of their minor family members (for example, a child's passport or visa) as part of managing their family's document records; in such cases, the adult account holder is responsible for that minor's personal data and for ensuring they have the legal authority to provide it. Track All Docs does not knowingly permit individuals under the age of 18 to register as account holders themselves.

1. Categories of Personal Data We Process

In accordance with the principle of data minimization, Track All Docs collects and processes personal data categorized by functional purpose. We distinguish between mandatory information required to deliver our core services and optional information provided at your discretion.

A. Core Account & Identity Data (Mandatory)

- Individual & Entity Identifiers: Essential details required to set up your account, establish entity profiles, and initialize document records, such as first and last name, company name, document title, and document type.

B. Profile & Contact Metadata (Optional)

- Contact Details & Attributes: Optional information you choose to attach to person or company profiles, including middle name, date of birth, secondary email addresses, telephone numbers, websites, corporate addresses, custom notes, and user-defined metadata fields.

C. Document Tracking Attributes & Notifications (Optional)

- Document Records: Optional tracking details such as document numbers, issuing authorities, issue dates, expiration dates, custom tracked date labels/values, alert lead days, and designated notification email recipients.

D. File Attachments & Client-Side Zero-Knowledge Encryption (Optional)

- Standard File Uploads: Optional document file attachments uploaded directly to the platform.
- Zero-Knowledge Encrypted Files: Optional document file attachments uploaded using client-side AES-256 encryption. Files are encrypted locally on your device prior to transmission, ensuring the server receives only encrypted data.

E. Technical & Operational System Data

- Technical Logs: IP addresses, browser types, device attributes, and access timestamps automatically processed by our web servers to ensure system security, stability, and operational integrity.

2. Legal Bases for Processing

We process personal data under the following legal bases pursuant to Article 4 and Article 5 of the UAE PDPL:

- Performance of a Contract: Processing mandatory core account and identity data necessary to operate

user accounts, schedule expiration notifications, and provide document tracking services.

- **Explicit Consent:** Processing optional profile attributes, custom tracking metadata, standard file attachments, and client-side encrypted document uploads.
- **Legal Obligations & Compliance:** Maintaining records as needed to meet statutory compliance and dispute resolution requirements.
- **Legitimate Interest:** Maintaining platform security, preventing fraud, and ensuring infrastructure performance.

3. Data Storage Location & Client-Side AES-256 Encryption

- **Data Storage Location:** Your personal data, company records, document tracking metadata, and binary files are securely hosted and stored on cloud servers located in Europe-West2 (London).
- **Client-Side AES-256 Encryption Architecture:** For sensitive documents uploaded using our zero-knowledge option, contents are encrypted locally in your web browser or client application using AES-256 standard encryption prior to transmission.
- **Zero-Knowledge Guarantee:** Encryption keys are derived directly from a password entered on the client side. The password and unencrypted payload are never sent to or stored on our servers. As a result, Track All Docs maintains zero knowledge of your encrypted document contents and cannot decrypt or access them under any circumstances.

4. Data Security & Technical Safeguards

We implement technical and organizational measures appropriate to the sensitivity of the data we process, designed to safeguard your data against accidental loss, unauthorized access, alteration, or disclosure. For documents uploaded using our optional zero-knowledge encryption feature, your files are encrypted on your device using AES-256 encryption before they are transmitted to us, so that we never receive or store the unencrypted content. We review and update our security practices as our systems evolve.

5. Data Retention & Deletion Policy

Personal data and document records are retained only for as long as necessary to fulfill the tracking services requested or maintain your active account. Upon account deletion or explicit record removal by the user, associated database fields and stored binary files are permanently deleted or anonymized, unless a longer retention period is mandated by applicable UAE statutory laws or regulatory requirements.

6. Data Breach Notification

In the event of a personal data breach likely to pose a risk to your privacy, rights, or freedoms, Track All Docs will notify the UAE Data Office and affected individuals within 72 hours of becoming aware of the breach, in accordance with the PDPL and its Executive Regulations (Cabinet Resolution No. 33 of 2024).

7. Third-Party Disclosures & Data Sharing

Track All Docs strictly prohibits selling, renting, or trading personal data to third parties for marketing purposes. Disclosures are limited to:

- **Trusted Service Processors:** Infrastructure and cloud hosting providers (such as facilities in Europe-West2 - London) operating strictly under our direct instructions and binding data processing agreements in compliance with the UAE PDPL.
- **Legal & Regulatory Compliance:** Government agencies or legal authorities where disclosure is required by court order, law, or regulatory mandate.
- **Corporate Transactions:** In the event of a merger, acquisition, or corporate restructuring, where data transfer is subject to this Privacy Policy.

8. International Data Transfers

As our primary database servers are located in London, UK (Europe-West2), your personal data is transferred and stored outside the United Arab Emirates. The United Kingdom maintains its own comprehensive data protection framework (UK GDPR), which provides a recognized level of protection for personal data. We ensure that all cross-border transfers comply with UAE PDPL provisions regarding international transfers, maintaining the required level of data protection and legal safeguards.

9. Your Rights Under UAE PDPL

Subject to legal parameters, data subjects in the UAE possess the following rights regarding their personal data:

- Right to Access: Request confirmation of data processing and obtain copies of stored personal records.
- Right to Rectification: Request correction or updating of inaccurate person, company, or document metadata.
- Right to Erasure ("Right to be Forgotten"): Request deletion of personal records when legal retention grounds expire.
- Right to Restrict Processing: Request restricted processing under specific statutory circumstances.
- Right to Data Portability: Receive your personal data in a structured, commonly used, and machine-readable format.
- Right to Withdraw Consent: Revoke consent for optional fields or zero-knowledge storage at any time.
- Right to Object: Object to data processing conducted on the grounds of legitimate interest.
- Right to Lodge a Complaint: Contact the UAE Data Office if you believe your privacy rights under PDPL have been violated.

10. Cookies & Technical Tokens

Track All Docs does not deploy third-party advertising, analytics, or behavioral tracking cookies. We utilize strictly necessary technical tokens and session cookies required for authentication, secure authorization, and core application navigation.

11. Contact Details

To exercise your data privacy rights or direct inquiries regarding this Privacy Policy, please contact us:

- Service Name: Track All Docs
- Email: support@trackalldocs.com
- Phone: +971 58 534 0141