

Privacy Policy

Welcome to SORP Group (“we”, “us” or “our”) Privacy Policy. At SORP Group we value and prioritize the privacy of our website visitors and users.

This Privacy Policy sets forth our policies and procedures regarding the collection, use, and disclosure of your information when you use the Service, and explains your privacy rights and how the law protects you.

We use your personal data to provide and improve the Service. Before using the Service or submitting any Personal Data to us, please review this Privacy Policy carefully and contact us if you have any questions. By using the Service, you acknowledge and agree to the collection and use of your information in accordance with this Privacy Policy.

1. Definitions

- 1.1. Company** (referred to in this Privacy Policy as the "Company", "We", "Us", or "Our") means **SORP Group LLC**, a company registered in the United Arab Emirates with its registered office at Floor 25, Tameem House, Barsha Heights, TECOM, P.O. Box 214950, Dubai, the UAE.
- 1.2. Cookies** means small pieces of data sent by a web server and stored on the user's device. These are returned to the web server by the web client or web browser with each HTTP request when attempting to access a page on the corresponding website.
- 1.3. Personal Data** means any information that relates to an identified or identifiable individual.
- 1.4. Country** means the United Arab Emirates.
- 1.5. Service** refers to the website <https://sorpproaccounting.com>, operated by the Company.
- 1.6. Device** means any device that can access the Service, such as a computer, mobile phone, or digital tablet.
- 1.7. You**(referred to in this Privacy Policy as the “User) means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- 1.8. Usage Data** means data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- 1.9. IP Address** means a unique network address of a device within a computer network through which the User accesses the Website.
- 1.10. Website** refers to SORP Group, accessible from (<https://sorpproaccounting.com>)

2. General Provisions

- 2.1.**The User’s use of the Website constitutes acceptance of this Privacy Policy and the terms of processing the User’s personal data.
- 2.2.** If the User does not agree with the terms of this Privacy Policy, the User must discontinue the use of the Website.

- 2.3.** This Privacy Policy applies solely to the Website. The Website does not control and is not responsible for any third-party websites that the User may access via links available on the Website.
- 2.4.** We do not verify the accuracy of the personal data provided by the User.

3. Collection of Personal Data

3.1. While using our Service, we may ask you to provide certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

- Full name
- Email address
- Phone number
- Preferred contact method (e.g., WhatsApp, Telegram, Email)
- Information about your company, including:
 - Jurisdiction of incorporation
 - UAE licensing status
 - Number of employees
 - Whether you have salaried employees in the UAE
 - Hiring plans for the next 3 months
 - Functions or tasks you wish to delegate

3.2. Usage data is collected automatically when using the Service.

3.3. This information may include, but is not limited to: your device's Internet Protocol (IP) address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers, and other diagnostic data.

3.4. When you access the Service through a mobile device, we may also collect certain information automatically, including but not limited to: the type of mobile device you use, your mobile device's unique identifier, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers, and other diagnostic data.

3.5. We may also collect information that your browser automatically sends whenever you visit our Service or when you access the Service through a mobile device.

4. Cookies and Tracking Technologies

4.1. **Cookies** are small data files that function as anonymous unique identifiers. They are sent to your browser by the websites you visit and stored on your device's hard drive. Our website uses cookies to gather certain information and enhance the functionality and user experience of the Service.

4.2. You have the option to accept or decline cookies, as well as to receive a notification each time a cookie is being sent to your device. Please note that if you choose to disable cookies, certain features or sections of the website may not function properly or become unavailable.

5. Communication, Marketing and Promotion

- 5.1. We may use the information we collect to communicate with you and tailor our messaging based on your preferences and interactions with our services. This may include contacting you via email or other digital channels to share information about our offerings, invite you to participate in surveys, inform you about upcoming promotions, service updates, business developments, or events relevant to your interests.
- 5.2. If you purchase any of our services, you may also receive operational or transactional messages. These communications may include service notifications, technical updates, account-related messages, changes to our terms or policies, and system maintenance alerts.
- 5.3. Additionally, we use cookies and similar tracking technologies to deliver personalized content, offers, and recommendations that are most relevant to you.

6. Use of Personal Data

6.1. The Company may use Personal Data for the following purposes:

- **To provide and maintain our Services**, including processing financial data, preparing reports, submitting tax declarations, maintaining accounting records, and tracking usage of our platform.
- **To perform contractual obligations**, including fulfilling agreements for the provision of bookkeeping, tax consulting, payroll processing, company registration, or any other services rendered through the platform.
- **To communicate with you**, including by email, phone calls, SMS, or equivalent forms of electronic communication (such as push notifications), to provide important information regarding your account, compliance deadlines, service updates, system maintenance, or security alerts.
- **To send updates and offers**, such as newsletters, special proposals, invitations to webinars, or information about new services, provided that such communications are related to services you have previously used or expressed interest in, unless you have opted out of receiving such messages.
- **To process your inquiries and requests**, including requests for consultations, service clarifications, or support tickets.
- **For business transfers**, in the event of a merger, acquisition, reorganization, insolvency, or sale of Company assets, your personal data may be transferred as part of the transaction, in accordance with applicable data protection laws.
- **For internal purposes**, such as analytics, usage trend analysis, service improvement, marketing efficiency measurement, and overall enhancement of our platform, client experience, and service offerings.

6.2. We use the data we collect for the above-mentioned purposes. We do not knowingly collect or process personal data from individuals under the age of 13. If we become aware that we have collected personal data from a child under 13 without verified parental consent, we will take steps to delete that information promptly.

7. Disclosure of Data

7.1. We may share your personal information in the following circumstances:

- **With service providers**, who assist us in delivering and maintaining our accounting software, document management, communication tools, or data analytics, provided such parties are contractually bound to maintain data confidentiality.
- **In business transactions**, we may disclose or transfer your personal data during discussions or execution of a merger, acquisition, or sale of assets involving the Company.
- **With affiliated entities**, such as our subsidiaries, or associated firms, provided that they adhere to this Privacy Policy when handling your personal data.
- **With business partners**, in limited cases where we jointly offer specific services and only to the extent necessary for delivering such services.
- **With other users**, only if you voluntarily disclose information via public forums, shared workspaces, or through integrated third-party platforms.
- In the event that the Company is involved in a merger, acquisition, or sale of assets, your personal data may be transferred as part of the transaction. We will notify you before your personal data is transferred and becomes subject to a different Privacy Policy.
- Under certain circumstances, the Company may be required to disclose your personal data if mandated by law or in response to valid requests by public authorities (e.g., a court or government agency).

8. Retention of Personal Data

8.1. The Company will retain your personal data only for as long as necessary to fulfill the purposes set out in this Privacy Policy. This includes retaining personal data as required to comply with applicable legal and regulatory obligations (such as bookkeeping, tax, or reporting requirements), to resolve disputes, and to enforce our contractual and legal commitments.

8.2. Usage data may also be retained for internal analysis purposes. Such data is typically stored for a shorter duration, unless it is required to strengthen the security of the Service, improve its functionality, or if we are legally required to retain it for a longer period.

9. Liability of the Parties.

9.1. We shall not be liable for any loss or disclosure of Confidential Information if such information:

- 9.1.1. Became publicly available prior to its loss or disclosure;
- 9.1.2. Was received from a third party lawfully prior to its receipt by us;
- 9.1.3. Was disclosed with the explicit consent of the User.

- 9.2.** The User shall bear full responsibility for compliance with all applicable laws and regulations of the United Arab Emirates, including, but not limited to, laws on advertising, copyright and related rights protection, trademark and intellectual property rights, as well as responsibility for the content and format of any materials and personal data provided.
- 9.3.** The User acknowledges that responsibility for any information (including, but not limited to, data files, texts, etc.) accessed by the User as part of the site rests with the party that provided such information.
- 9.4.** The User agrees that information provided as part of the site may be the intellectual property of other Users, partners, or advertisers, and that the rights to such content are protected. The User shall not modify, lease, loan, sell, distribute, or create derivative works based on such content (in whole or in part) except where expressly permitted in writing by the rightful owners in accordance with a separate agreement.
- 9.5.** We shall not be liable to the User for any loss or damage incurred as a result of deletion, failure, or inability to save any content or other communication data contained on or transmitted through the site.

10. Data Storage and Cross-Border Transfers

- 10.1.** Our Services are operated and maintained by the Company, which is headquartered in the United Arab Emirates. Your personal data may be stored and processed on servers located within the UAE or in other jurisdictions, depending on our operational, technical, and legal requirements.
- 10.2.** Please be aware that by accessing and using our Services from outside the UAE — including from the European Economic Area (EEA), or other jurisdictions with data protection laws differing from those in the UAE — you acknowledge and agree that your personal data may be transferred to, stored in, and processed in the UAE or other countries where our servers or service providers are located.
- 10.3.** Such data transfers are carried out to enable us to provide the Services, fulfill contractual and legal obligations, and ensure the proper functioning of our operations. By submitting your personal information to us, you consent to the transfer, storage, and processing of your data in accordance with this Privacy Policy.

11. Your Data Protection Rights

- 11.1.** Depending on applicable data protection laws and your place of residence, you may have certain rights in relation to your personal data. These rights may include the ability to request access to, correction or deletion of your personal information, as well as the right to object to certain types of processing — for example, receiving direct marketing communications.
- 11.2.** While our website does not require the creation of a personal account, you may exercise your data rights by contacting us directly. To submit a request, please email our privacy team at sorp@sorp.ae. In order to protect your data and verify your identity, we may ask you to provide supporting documentation before processing your request.
- 11.3.** Please note that some personal data may be processed by us on behalf of third parties (such as business clients or accounting firms). In such cases, we act solely as a data processor following their instructions. If you wish to access, amend, or delete information handled on

behalf of one of our clients, you will need to contact that client directly, as we are not authorized to manage such data independently.

12. Third-Party Links

- 12.1.** Our website or services may contain links to third-party websites. We are not responsible for the privacy practices or content of these sites. We encourage you to review their privacy policies.

13. Changes to this Privacy Policy

- 13.1.** We may update this Privacy Policy from time to time. The updated version will be posted on our website with the “Last Updated” date. Continued use of our services after changes constitutes acceptance of the revised policy.

14. Contact Us

- 14.1.** If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

SORP Group

Email: sorp@sorp.ae

Address: Tameem House Building, Floor 25 Barsha Heights (Tecom), Dubai, United Arab Emirates