

## Privacy Statement

Mercans' clients, associates, suppliers and visitors provide us with vast amounts of Personal Information. Protecting the privacy and security of this Personal Information is central to Mercans' mission.

Mercans has a Data Protection & Privacy Policy that applies to all affiliates and associates worldwide. This program helps us ensure that Personal Information is handled properly. The Data Protection & Privacy Policy governs Personal Information collected by Mercans for its own purposes as well as information provided to us as a data processor for our clients. It protects information collected online as well as offline.

Mercans is also committed to transparency. We want individuals to understand how we collect and use Personal Information so they can interact with Mercans with confidence. The below can help you find the information you need about privacy and Mercans. If you have any other questions, please contact us directly at [privacy@mercans.com](mailto:privacy@mercans.com).

### Privacy Statement for Clients and Client Employees

Mercans is committed to protecting the privacy and security of all Personal Information that we process in order to provide services to our clients. We receive Personal Information from our clients about their current, prospective and former employees as well as employee dependents and family members, as needed to provide benefits. This notice explains our practices with regard to all of the Personal information we receive from our clients as a data processor.

Mercans will collect and process your Personal Information only as instructed or permitted by our client (the employer) or you. Mercans will at all times maintain reasonable and appropriate security controls to protect your information.

## Mercans Privacy Statement

Mercans will disclose all of your Personal Information to the employer and to other entities when instructed by the employer. We may disclose your Personal Information to our affiliates and data processors as needed to provide the services that you and the employer have requested. These entities are all contractually bound to limit use of your Personal Information as needed to perform the services. We will also always disclose Personal Information when required to do so by law, such as in response to a subpoena, including to law enforcement agencies and courts in the United Arab Emirates and other countries where we operate.

If you have questions about your privacy rights, please contact your employer's human resources department. If you believe that Mercans has not handled your personal information properly, or that it has breached its privacy obligations, your complaint may be directed at Mercans' Chief Privacy Officer at [privacy@mercans.com](mailto:privacy@mercans.com). The Chief Privacy Officer will investigate any complaint and notify the individual within a reasonable timeframe of the outcome of the investigation.

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## International Data Transfers

Where authorized, Mercans may transfer personal information pertaining to individuals outside the United Arab Emirates to Mercans' affiliates and suppliers elsewhere in the world. Mercans will always protect the privacy and security of personal information, regardless of where it is processed.

Personal information transfers from the European Economic Area, and other countries with data transfer restrictions are authorized by approved model contracts or other appropriate means.