

Privacy Policy

Tawakob (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you visit **tawakob.com** (“Website”) or submit an inquiry or complaint through our online form.

By using our Website, you acknowledge that you have read, understood, and agree to the practices described in this Privacy Policy.

1. Information We Collect

We collect and process the following information:

1.1 Information You Provide Directly

When you submit an inquiry or complaint through our Website’s form, you may provide:

- Name
- Email address
- Phone number
- Inquiry/complaint details
- Any additional information or attachments submitted voluntarily

This information is used solely for responding to your inquiry or addressing your complaint.

1.2 Information Collected Automatically

When you browse our Website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system and platform
- Pages viewed and browsing actions
- Date, time, and duration of visits
- Referring and exit pages
- Website performance data (e.g., loading times, errors)

This information helps us improve the Website’s performance, security, and user experience.

1.3 Information from Third Parties

If you interact with embedded third-party services (such as analytics tools or content hosted on other platforms), those providers may send us limited technical information to support Website functionality and analytics.

2. Cookies

Our Website uses cookies to enhance your browsing experience and help us improve our Website.

2.1 What Cookies Are Used For

We use the following categories of cookies:

Strictly Necessary Cookies

Essential for basic Website functionality, including secure browsing and proper operation of the inquiry/complaint form.

Analytical/Performance Cookies

Used to understand how visitors use our Website, enabling us to evaluate performance and enhance user experience.
(Example: Google Analytics)

Functional Cookies

Used to remember your preferences (such as language settings) and personalize your visits.

Targeting Cookies

Used to understand user interest patterns and deliver more relevant content or ads. These may be used by authorized third-party service providers.

2.2 Third-Party Cookies

Some third-party service providers (e.g., analytics platforms, embedded content providers) may use their own cookies. We do not control these cookies.

2.3 Managing Cookies

You may disable some or all cookies through your browser settings.
However, blocking essential cookies may limit certain Website features.

3. How We Use Your Information

We use the personal information collected for the following purposes:

- To respond to inquiries and complaints submitted through the Website
- To communicate with you regarding your request
- To maintain and improve our Website, systems, and security
- To analyze Website performance and usage trends
- To personalize user experience
- To monitor and prevent misuse or violations of Website terms
- To comply with legal or regulatory obligations
- For any purpose disclosed at the time of collection or based on your consent

We do **not** use your information for sales, commercial transactions, or payment processing.

4. Sharing Your Information

We may share your information only under the following circumstances:

- **With service providers** who support our Website operations, analytics, or technical services
- **To comply with legal obligations**, such as responding to lawful requests, court orders, or regulatory requirements
- **To protect security**, prevent fraud, and enforce our Website terms
- **With affiliates or successors** in the event of a merger, restructuring, or transfer of operations
- **For analytics or reporting**, using aggregated and non-personally identifiable data

We do **not** sell or rent your personal information to third parties.

5. International Data Transfers

By using our Website, you acknowledge and agree that your information may be processed, stored, or transferred to servers located in **Saudi Arabia** or other countries where we or our service providers operate.

We take reasonable steps to ensure your information is handled securely and in accordance with this Privacy Policy.

6. Your Rights

You have the right to:

- Request that your personal information **not** be used for marketing purposes
- Request access to the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of the information you provided (where applicable)

To exercise any of these rights, please contact us through the Website's inquiry form.

Our Website may contain links to third-party sites. These sites have their own privacy policies, and we are not responsible for their practices. We encourage you to review their policies before providing personal information.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page and, when appropriate, communicated to you by email.

Please check this page periodically for the latest updates.