



Privacy Policy

First item: Introduction

Believing in the importance of the data and its confidentiality, and ensuring that the management of (WayToUmrah.com) application provides the best levels of service while committing to maintaining the confidentiality and privacy of the user data and the data entered, the management is committed to maintaining the confidentiality and privacy of the user information and the materials entered by them as a basis of the privacy policy. The management will only disclose that information in accordance with the specified controls set out in item Fourth (use and disclosure).

Second item: user information

User data and information means any of the following:

- A- Personal data used for registration.
- B- The user's geographical location data and movements.
- C- Contact information and usage-related updates.
- D- Other information entered by the user, such as Umrah operator's information, External Agents information, Pilgrim personal data etc....

Third item: collecting and storing information

A- Collection of information:

- 1- Contact information: The application collects some device data that helps to improve the experience, such as the device language and system type.
- 2- The information entered: The information entered by the user such as pilgrim visa requests on application are saved.

Application request to attach files (images or PDF, other file types will be saved) to complete requests like issuing umrah visa.

B - Storage of Data

The data entered by the user is saved and stored at the waytoumrah.com site and sent to Ministry of hajj and Umrah to process for Umrah visa.

The user's information is stored at the servers specified by the application management within the Kingdom of Saudi Arabia. The application management is keen to protect these servers from penetration and unauthorized access according to the established standards.

Fourth item: Use and Disclosure

A- The application services uses are subject to a standards issued by the Ministry of Hajj and Umrah in the Kingdom of Saudi Arabia, which aim to facilitate issuance of Umrah visa

B- The user agrees to protect his/her personal information and the management of the application does not disclose it to any party except in accordance with the instructions of the Ministry of Hajj and Umrah and what is imposed by the local laws in the Kingdom of Saudi Arabia.

C- Only the authorized workers in the application management have the right to access the user's information. They can do so for the purposes and uses determined by the policies approved by the application management.

D- It is permissible to use the user data that does not specify his/her identity within cumulative statistical data and indicators, and to share it with all the relevant authorities according to what the application management deems appropriate.

Fifth item: external links

The application may provide links of other parties. The application is not responsible for how other parties collect or use personal identification information about the user. The user bears full responsibility for his/her data.

Sixth item: User's Responsibility to Protect Privacy

In order to protect the user's information, we recommend the following:

A- Contacting technical support of the application immediately when the user believes that another person was able to share login information to his/her account in the application or any other confidential information.

B- Not to give any secret information via phone or internet unless the identity of the person or party receiving the information is known.

C- Not to share the login information (username and password) with others, and not to allow others to use the user account in the application.

D- Using a secure electronic device when using the application, while closing all unused Internet-connected apps and making sure that an anti-virus program is always up to date.

Seventh item: General Provisions

- Name of Authority overseeing the application: WayToUmrah.com, Arabian Services Group.
- Email: support@waytoumrah.com
- The Administration of “WayToUmrah.com” application reserves the right to add or change any of the provisions of the privacy policy, and the users shall be notified. The App’s Management has the right to terminate the user’s account if the user does not accept any changes in the privacy policy.
- The Arabic language is the language adopted in applying the terms and conditions. The Arabic text shall prevail if there are any disputes in interpreting any received text in any other language.

Eighth Item: AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, and you have given us your consent to allow any of your minor dependents to use this site.

Ninth Item: COOKIES

We use cookies to store some information regarding language used to access website

QUESTIONS AND CONTACT INFORMATION

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer at (Waytoumrah.com) or by mail at support@waytoumrah.com

[Re: Privacy Compliance Officer]

[Jeddah - KSA, Jeddah, 41851, Saudi Arabia]