

Privacy Policy

Effective Date: 30 June 2026

Introduction

Manara Consultancy FZCO ("we", "our", or "us") is committed to protecting the privacy and security of the personal data entrusted to us. This Privacy Policy explains how we collect, use, disclose, store and protect personal data when you use our website, engage our services, or otherwise interact with us.

We process personal data in accordance with applicable laws of the United Arab Emirates, including the UAE Personal Data Protection Law (Federal Decree-Law No. 45 of 2021), and any other applicable legal or regulatory requirements.

Who We Are

Manara Consultancy FZCO

Registered in the Dubai Multi Commodities Centre (DMCC)

License No: DMCC-1028134

Registered Office:

Unit No: BA2499, DMCC Business Centre, Level No 1, Jewellery & Gemplex 3, Dubai, United Arab Emirates

Email: info@manaraconsultancy.ae

Scope

This Privacy Policy applies to:

- Website visitors
- Prospective clients
- Clients
- Company shareholders
- Directors and authorised representatives
- Employees of our clients
- Job applicants
- Suppliers and service providers
- Any individual whose personal data we process in connection with our business activities

Personal Data We Collect

Depending on the services provided, we may collect:

1. Identity Information

- Full name
- Nationality
- Date of birth
- Passport information
- Emirates ID information
- Signature
- Visa information
- Contact Information
 - Email address
 - Telephone number
 - Residential address
 - Business address

2. Corporate Information

- Company name
- Trade licence details
- Shareholding information
- Director information
- Ultimate Beneficial Owner (UBO) information
- Corporate organisational structure

3. Financial Information

- Bank account information
- Source of funds documentation
- Source of wealth information
- Accounting records
- Financial statements
- VAT and tax registration details
- Payment history

4. Compliance Information

As part of our legal obligations, we may collect information required for Know Your Customer (KYC), Customer Due Diligence (CDD), Anti-Money Laundering (AML), Counter-Terrorist Financing (CTF), sanctions screening, and related compliance procedures.

5. Technical Information

- When you visit our website, we may collect:
 - IP address

- Browser type
- Device information
- Operating system
- Website usage data
- Cookies and similar technologies

How We Collect Personal Data

We collect personal data:

- Directly from you
- Through enquiry forms
- During client onboarding
- During engagement of our services
- From publicly available registers where legally permitted
- From banks, government authorities or regulators where authorised
- From professional advisers acting on your behalf
- Through our website

Why We Process Personal Data

We process personal data to:

- Provide corporate services
- Establish companies
- Assist with company licensing
- Process visa applications
- Provide accounting and bookkeeping services
- Prepare VAT and corporate tax filings
- Assist with bank account applications
- Deliver payroll services
- Perform due diligence
- Meet legal and regulatory obligations
- Verify identity
- Prevent fraud and financial crime
- Manage client relationships
- Respond to enquiries
- Improve our services
- Send service updates and relevant communications

Legal Basis for Processing

We process personal data where it is necessary to:

- Perform our contractual obligations
- Comply with legal or regulatory obligations

- Protect legitimate business interests
- Carry out due diligence and compliance requirements
- Obtain your consent where required by law

AML, KYC and Regulatory Obligations

As a corporate services and accounting firm, we are required to undertake customer due diligence and comply with applicable anti-money laundering and counter-terrorist financing obligations.

Accordingly, we may request documents including:

- Passport copies
- Emirates ID
- Proof of address
- Source of funds documentation
- Source of wealth documentation
- Corporate ownership documents
- Beneficial ownership information

Where required by law, failure to provide requested information may prevent us from establishing or continuing a business relationship.

Sharing Personal Data

We may disclose personal data where necessary to:

- Government authorities
- Licensing authorities
- Immigration authorities
- Tax authorities
- Banks and financial institutions
- Professional advisers
- External auditors
- Technology service providers
- Cloud hosting providers
- Courier providers
- Translation providers
- Identity verification providers

We only share information necessary for the relevant purpose and require service providers to maintain appropriate confidentiality and security standards.

International Transfers

Our services frequently involve international clients and cross-border business activities.

Where personal data is transferred outside the UAE, we take reasonable steps to ensure appropriate safeguards are implemented in accordance with applicable law.

Data Security

We maintain appropriate technical and organisational measures designed to protect personal data against:

- Unauthorised access
- Loss
- Alteration
- Misuse
- Accidental destruction
- Unlawful disclosure

These measures include access controls, secure document storage, encryption where appropriate, staff confidentiality obligations, and ongoing security monitoring.

Data Retention

We retain personal data only for as long as necessary to:

- Provide our services
- Comply with legal obligations
- Meet regulatory record-keeping requirements
- Resolve disputes
- Enforce contractual rights

Retention periods may vary depending on the type of service provided and applicable legal requirements.

Your Rights

Subject to applicable law, you may request to:

- Access your personal data
- Correct inaccurate information
- Update incomplete information
- Request deletion where legally permitted
- Restrict certain processing
- Object to certain processing
- Withdraw consent where processing is based on consent

- Request information regarding how your personal data is processed

Certain requests may be limited where we are legally required to retain or process your information.

Cookies

Our website may use cookies and similar technologies to:

- Improve website performance
- Analyse website traffic
- Remember user preferences
- Enhance user experience

You may manage cookie preferences through your browser settings. Disabling cookies may affect website functionality.

Marketing Communications

We may send newsletters, service updates or event invitations where permitted by law.

You may opt out of marketing communications at any time using the unsubscribe link or by contacting us.

Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our business practices, legal requirements or regulatory obligations.

The latest version will always be published on our website.

Contact Us

If you have any questions regarding this Privacy Policy or the processing of your personal data, please contact: info@manaraconsultancy.ae.

We will endeavour to respond to your enquiry within a reasonable timeframe.