

## Privacy Policy

Last Updated: August 28, 2024

United Guard Services (“we,” “our,” or “us”) is committed to protecting your privacy and ensuring the security of your personal data. This Privacy Policy outlines how we collect, use, disclose, and protect your information in accordance with applicable laws, including the USA Federal Decree-Law No. 45 of 2021 on Personal Data Protection, the European Union’s General Data Protection Regulation (GDPR), and the United States’ Health Insurance Portability and Accountability Act (HIPAA) where applicable.

### 1. Information We Collect

#### a. Personal Data

We may collect personal data that you provide to us directly, including but not limited to:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Account Information:** Username, password, and any other details related to your account with us.
- **Communication Data:** Records of your communications with us, including customer service inquiries and support interactions.

#### b. Usage Data

We collect information about how you interact with our services, including:

- **Device Information:** IP address, browser type, operating system, and device identifiers.
- **Usage Data:** Pages visited, time spent on our site, and other usage metrics.

#### c. Technical Data

We collect technical data related to your use of our services, including:

- **Log Data:** Information about your access to our services, such as access times, IP addresses, and system activity.

### 2. How We Use Your Information

We use the collected information for the following purposes:

- **Service Provision:** To provide, maintain, and improve our services and to manage your account.
- **Communication:** To respond to your inquiries, provide customer support, and send important updates about our services.
- **Marketing:** To send promotional materials and updates about our services, with your consent where required.

- **Analytics:** To analyze usage patterns and improve the functionality and performance of our services.
- **Legal Compliance:** To comply with legal obligations and protect our rights and interests.

### 3. Data Sharing and Disclosure

We may share your information under the following circumstances:

- **Service Providers:** We may share data with third-party service providers who perform services on our behalf, such as payment processors, IT support, and analytics providers. These providers are bound by confidentiality agreements and are required to protect your data.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our business, your information may be transferred to the new entity.
- **Legal Requirements:** We may disclose your data if required by law or to protect our legal rights, comply with a legal process, or respond to lawful requests from public authorities.

### 4. International Data Transfers

We may transfer your personal data to countries outside your country of residence. We ensure that such transfers are conducted in compliance with applicable data protection laws, including the GDPR, and that adequate safeguards are in place to protect your information.

### 5. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, use, or disclosure. This includes:

- **Encryption:** Using encryption to protect data during transmission and storage.
- **Access Controls:** Implementing role-based access controls and multi-factor authentication.
- **Regular Audits:** Conducting regular security audits and vulnerability assessments.

### 6. Your Rights

Depending on your location, you may have the following rights regarding your personal data:

- **Access:** You have the right to access your personal data and obtain a copy of it.
- **Correction:** You have the right to request correction of inaccurate or incomplete data.
- **Deletion:** You may request the deletion of your personal data, subject to legal obligations.
- **Restriction:** You can request restriction of processing under certain conditions.
- **Objection:** You have the right to object to the processing of your data for specific purposes.
- **Data Portability:** You may request a copy of your data in a structured, commonly used format for transfer to another entity.

- **Consent Withdrawal:** If you have given consent for processing, you can withdraw it at any time.

To exercise any of these rights, please contact us at [ph@unitedguardservices.com](mailto:ph@unitedguardservices.com).

## 7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. These technologies help us understand how you use our site and provide you with tailored content and advertisements.

- **Essential Cookies:** Necessary for the operation of our website.
- **Performance Cookies:** Collect information on how users interact with our site.
- **Functionality Cookies:** Remember your preferences and settings.
- **Targeting Cookies:** Used for advertising and analytics purposes.

You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect the functionality of our website.

## 8. Children's Privacy

Our services are not intended for individuals under the age of 16. We do not knowingly collect or process personal data from children under 16. If we become aware that we have collected such data, we will take steps to delete it promptly.

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website. Your continued use of our services after such changes constitutes your acceptance of the updated policy.

## 10. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us.