

TMC Privacy Policy

1. Introduction

Thanks for choosing TAS'HELAT MARKETING COMPANY, a limited liability company incorporated under the laws of the Kingdom, holding commercial registration number 1010149186, having its principal office in Riyadh, Kingdom, its postal address at PO Box 68219, Riyadh 11527, Kingdom, and having a fully paid share capital of 40 million Saudi Saudi Arabian Riyals (hereinafter, "TMC").

At TMC, we want to give you the best possible experience to ensure that you enjoy our service today, tomorrow, and in the future. To do this we need to understand your purchasing habits, so we can deliver an exceptional and personalized service specifically for you. That said, your privacy and the security of your personal data is, and will always be, enormously important to us. So, we want to transparently explain how and why we gather, store, share and use your personal data – as well as outline the choices you have around when and how you choose to share your personal data.

2. About this Policy

This Policy sets out the essential details relating to your personal data relationship with TMC. The Policy applies to all TMC services and any associated services (referred to as the "TMC Service"). The terms governing your use of the TMC Service are defined in our Terms of Use (the "Terms of Use").

From time to time, we may develop new or offer additional services. If the introduction of these new or additional services results in any change to the way we collect or process your personal data, we will provide you with more information and additional terms or policies. Unless stated otherwise when we introduce these new or additional services, they will be subject to this Policy.

The aim of this Policy is to:

1. Inform you of what personal data we collect about you, the reasons why we collect and use it, and who we share it with;
2. Explain the way we use the personal data that you share with us to give you a great experience when you are using the TMC Service; and
3. Explain your rights and choices in relation to the personal data we collect and process about you and how we will protect your privacy.

We hope this helps you to understand our privacy commitments to you. For further clarification of the terms used in this Policy please contact us (please see the 'How to Contact Us' Section 13 below).

Please note that the TMC Service requires you to provide and us to collect and use certain of your personal information. Therefore, if you do not agree with the content of this Policy, we will be unable to provide and you will be unable to use the TMC Service.

3. How do we collect your personal data?

We collect your personal data in the following ways:

1. When you sign up for the TMC Service – when you sign up to the TMC Service, you provide, and we collect certain personal data such as your name, email address, birth date, gender, and country so you can use the TMC Service.
2. Through your use of the TMC Service – when you use the TMC Service, you provide, and we collect personal data about your use of the TMC Service, such as your location and what purchases you have made.
3. Personal data collected that enables us to provide you with additional features/functionality – from time to time, you also may provide us with additional personal data or give us your permission to collect additional personal data to provide you with more features or functionality. You always will have the option to change your mind and withdraw your consent at any time.
4. From third parties – we may receive personal data about you and your activity from third parties, including advertisers and partners we work with to provide you with the TMC Service (please see ‘Sharing your personal data’ Section 6 below). We will use this personal data either where you have provided your consent to the third party or to TMC to do so or where TMC has a legitimate interest to use the personal data to provide you with the TMC Service. We may also receive information from other sources and combine that with information we collect through our TMC Service such as for example (i) if you choose to link, create, or log in to your Aramco Stations® account with a payment provider (e.g., Apple Pay, MADA Pay) or social media service [(e.g., Facebook, Google)], or if you engage with a separate app or website that uses our API (or whose API we use), we may receive information about you or your connections from that site or app, or (ii) if you also interact with our TMC Service in another capacity, for instance as a store owner or user of other apps we provide, we may combine or associate that information with information we have collected from you in your capacity as a User).

We will use your personal data either where you have provided your consent to TMC to do so or where TMC has a legitimate interest in doing so to provide you with the TMC Service. In addition, we use anonymized and aggregated information for purposes that include testing our IT systems, research, data analysis, creating marketing and promotion models, improving the TMC Service, and developing new features and functionality within the TMC Service.

4. What personal data do we collect from you?

We collect and use the following types of personal data about you:

1. Account Registration Data (e.g., personal data you provide to sign up for and use the TMC Service such as your name, email address, birth date, gender, postal code, and country);
2. TMC Service Usage Data (e.g., personal data about you when you are using the TMC Service) which may include (i) information about your interactions with the TMC Service such as the date and time of any purchases you make, advertisements you have listened to or watched, and (ii) technical data such as URL information, cookie data, your IP address, the types of devices you are using to access or connect to the TMC Service, device attributes, network connection type (e.g. WiFi, 3G, LTE, Bluetooth) and provider, network and device performance, browser type, language, information enabling digital rights management, operating system, and P97 application version);

3. Voluntary Mobile Data (e.g., with your consent, we may collect additional personal data from your mobile device (e.g., your precise mobile device location or your voice data to enable you to interact with the TMC Service with your voice) to provide you with features/functionality that will enhance your TMC Service experience);
4. Payment Data (e.g., personal data associated with purchases you make through the TMC Service, which may include information such as name; date of birth; credit or debit card type, expiration date, and certain digits of your card number; postal code; mobile phone number; and details of your transaction history);
5. Transaction Information (e.g., we collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged, distance traveled, and other related transaction details. Additionally, if someone uses your campaign code, we may associate your name with that person);
6. Contests, Surveys and Sweepstakes Data (e.g., personal data to allow you to sign up and participate in these types of promotions, which will vary depending on the promotion);
7. Marketing Data (e.g., personal data to enable TMC and our partners / service providers to send you marketing communications either via email, while using the TMC Service and/or direct from the third party);
8. Contacts Information (e.g., if you permit the Aramco Stations® app to access the address book on your device through the permission system used by your mobile platform, we may access and store names and contact information from your address book to facilitate social interactions through our Services and for other purposes described at the time of consent or collection);
9. Device Information (e.g., we may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, advertising identifiers, serial number, device motion information, and mobile network information);
10. Log Information (e.g., when you interact with the TMC Service, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our TMC Service); and
11. Camera and Microphone Data (e.g, the TMC Service may request permissions to use data from camera sensor and microphone, which will not be sent unless you explicitly share a photo or video using the sharing functions of the TMC Service).

5. What do we use your personal data for?

When you use or interact with the TMC Service, we use a variety of technologies to process the personal data you provide and we collect about you for various reasons. The reasons why we process your personal data include the following:

1. To provide, personalize, and improve your experience with the TMC Service and other services and products provided by TMC, for example by providing customized, personalized, or localized content, recommendations, features, and advertising on or outside of the TMC Service (including for third party products and services);
2. To understand how you access and use the TMC Service to ensure technical functionality of the TMC Service, develop new products and services, and analyze your use of the TMC

Service, including your interaction with applications, advertising, products, and services that are made available, linked to, or offered through the TMC Service;

3. To communicate with you for TMC Service-related purposes;
4. To process your payments to prevent or detect fraud including fraudulent payments and fraudulent use of the TMC Service;
5. To communicate with you, either directly or through one of our partners, for marketing, research, participation in contests, surveys and sweepstakes, and promotional purposes, including via emails, notifications, or other messages, consistent with any permissions or consents you may have given us; and
6. To provide you with features, information, advertising, or other content which is based on your specific location.

In each case, the bases for our processing of your personal data are to enable our performance of one or more contracts, either with you or another one of our customers, legitimate interests (such as to improve our TMC Service) and / or your consent.

6. Sharing your personal data

The following personal data will only be shared with the categories of recipients outlined below if you choose to make use of the TMC Service or otherwise grant your permission or give your consent to share the personal data:

1. Service Providers and Others (e.g., we may use technical service providers which operate the technical infrastructure for the TMC Service, and which host, store, manage, and maintain the TMC application, its content and the data we process;
2. TMC Partners (e.g., (i) if you access the TMC Service through an offer that you received or purchased from a third party, we may share personal data with that third party about your use of the TMC Service, such as whether and to what extent you have used the offer, activated a TMC account, or actively used the TMC Service; (ii) we also may share your personal data in an anonymized or pseudonymized format with our industry partners to help them understand how the products they sell are performing via the TMC Service; and (iii) we may also share your personal data in an anonymized or pseudonymized format with marketing partners who help us with promotional efforts and with advertisers);
3. Analytics and Advertising Services Provided by Others (e.g., we may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our TMC Service, as well as when you visit other online sites and services); and
4. Law Enforcement and Data Protection Authorities (e.g., we will share your personal data when we in good faith believe it is necessary for us to do so to comply with a legal obligation under applicable law, or respond to valid legal process, such as a search warrant, a court order, or a subpoena, or believe that it is necessary for our own, or a third party's legitimate interest relating to national security, law enforcement, litigation, criminal investigation, protecting the safety of any person, or to prevent death or imminent bodily harm).

7. Data retention and deletion

We keep your personal data only as long as necessary to provide you with the TMC Service and for legitimate and essential business purposes, such as maintaining the performance of the TMC Service, making data-driven business decisions about new features and offerings, complying with our legal obligations, and resolving disputes. We keep some of your personal data (e.g., your account information) for as long as you are a user of the TMC Service.

If you request, we will delete or anonymize your personal data so that it no longer identifies you, unless, we are legally allowed or required to maintain certain personal data, including situations such as the following:

1. If there is an unresolved issue relating to your account, such as an outstanding credit on your account or an unresolved claim or dispute we will retain the necessary personal data until the issue is resolved;

2. Where we are required to retain the personal data for our legal, tax, audit, and accounting obligations, we will retain the necessary personal data for the period required by applicable law; and/or,
3. Where necessary for our legitimate business interests such as fraud prevention or to maintain the security of our users.

8. Transfer to other countries

TMC may share your personal data globally with other companies in the TMC Group to carry out the activities specified in this Policy. P97 may also subcontract processing to, or share your personal data with, third parties located in countries other than your home country. Your personal data, therefore, may be subject to privacy laws that are different from those in your country of residence.

In such instances TMC shall ensure that the transfer of your personal data is carried out in accordance with applicable privacy laws and, in particular, that appropriate contractual, technical, and organizational measures are in place.

For further details of the security measures we use to protect your personal data, please see the 'Keeping your personal data safe' Section 10 of this Policy.

9. Links

We may display advertisements from third parties and other content that links to third-party websites. We cannot control or be held responsible for third parties' privacy practices and content. If you click on a third-party advertisement or link, please understand that you are leaving the TMC Service and any personal data you provide will not be covered by this Policy. Please read their privacy policies to find out how they collect and process your personal data.

10. Keeping your personal data safe

We are committed to protecting our users' personal data. We implement appropriate technical and organizational measures to help protect the security of your personal data; however, please note that no system is ever completely secure. We have implemented various policies including anonymization, pseudonymization, encryption, access control, and retention policies to guard against unauthorized access and unnecessary retention of personal data in our systems.

Your password protects your user account, so we encourage you to use a unique and strong password, limit access to your device and browser, and log out after having used the TMC Service.

11. Persons below 18 years of age

Only persons age 18 or older have permission to access our TMC Service. The TMC Service is not directed to persons under the age of 18 years.

We do not knowingly collect personal data from persons under 18 years of age. If you are under 18 years of age, please do not use the TMC Service, and do not provide any personal data to us.

If we learn that we have collected the personal data of a person under the age of 18 years, we will take reasonable steps to delete the personal data. This may require us to delete the TMC account for that person.

12. Changes to this Privacy Policy

We may occasionally make changes to this Policy.

When we make material changes to this Policy, we'll provide you with prominent notice as appropriate under the circumstances, e.g., by displaying a prominent notice within the TMC Service or by sending you an email. We may notify you in advance.

Please, therefore, make sure you read any such notice carefully.

If you want to find out more about this Policy and how TMC uses your personal data, please contact our Data Protection Officer (please see the 'How to Contact Us' Section 13 below) to find out more.

13. How to contact us

Thank you for reading our Privacy Policy. If you have any questions about this Policy, please contact our customer service through our website www.aramcostation.com.

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TMC

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