

Privacy Policy

Updated 01.03.2026

Integrated Business Hub FZE (IBH)

1. Introduction

Integrated Business Hub FZE (“IBH”, “we”, “us”, or “our”) is committed to protecting your privacy and safeguarding your personal data.

This Privacy Policy explains how we collect, use, process, store, and protect personal data when you:

- Visit our website
- Engage with our services
- Contact us
- Enter into a business relationship with us

IBH operates in the United Arab Emirates and complies with applicable data protection laws, including:

- UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL)
- Applicable international data protection regulations where required

2. Who We Are

Integrated Business Hub FZE
Ajman Freezone Business Centre
United Arab Emirates

Email: letstalk@integratedbusiness.ae
Website: www.integratedbusiness.ae

For privacy-related inquiries, please contact: letstalk@integratedbusiness.ae

3. Personal Data We Collect

We may collect the following categories of personal data:

A. Information You Provide Directly

- Full name
- Company name
- Job title
- Email address
- Phone number
- Billing and payment details
- Any information submitted via contact forms



B. Business & Service Data

As a Business Process Outsourcing (BPO) provider, we may process personal data on behalf of our clients, including:

- Customer contact information
- Payroll data
- Financial data
- Communication records
- Support tickets
- Call recordings (where applicable and legally permitted)

In such cases, IBH acts as a **Data Processor**, and our client acts as the **Data Controller**.

C. Automatically Collected Information

When you visit our website, we may collect:

- IP address
- Browser type
- Device type
- Pages visited
- Cookies and usage analytics

4. How We Use Personal Data

We use personal data to:

- Provide and manage our BPO services
- Respond to inquiries
- Process payments and contracts
- Improve our services and website
- Maintain security and prevent fraud
- Comply with legal obligations



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We only process personal data where we have a lawful basis, including:

- Contractual necessity
- Legitimate business interests
- Legal compliance
- Consent (where required)

5. Data Processing on Behalf of Clients (BPO Services)

When providing outsourced services:

- IBH processes personal data strictly in accordance with client instructions.
- We implement technical and organizational security measures.
- We do not use client data for our own purposes.
- We enter into Data Processing Agreements (DPAs) where required.

6. Data Sharing

We may share personal data with:

- Authorized employees and contractors
- Secure cloud service providers
- Payment processors
- Legal or regulatory authorities (where required by law)

We do **NOT** sell personal data.

7. International Data Transfers

As a UAE-based BPO operating internationally, data may be transferred outside the UAE.

Where required, we ensure:

- Adequate protection measures
- Contractual safeguards
- Compliance with applicable cross-border data regulations

8. Data Retention

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

- Fulfill contractual obligations
- Meet legal and regulatory requirements
- Resolve disputes
- Maintain operational records

When no longer required, data is securely deleted or anonymized.

9. Data Security

IBH implements industry-standard security measures, including:

- Access controls
- Secure servers and infrastructure
- Encrypted communications
- Confidentiality agreements
- Staff training on data protection
- Role-based system access

While we take reasonable precautions, no system can guarantee absolute security.



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10. Your Rights

Subject to applicable laws (including UAE PDPL and international laws where applicable), you may have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where legally permissible)
- Object to processing
- Request restriction of processing
- Withdraw consent (where consent is the basis of processing)
- Lodge a complaint with the relevant authority

Requests may be submitted to: letstalk@integratedbusiness.ae

11. Cookies

Our website may use cookies and similar technologies to:

- Enhance user experience
- Analyze website traffic
- Improve functionality

Users may adjust browser settings to refuse cookies.

12. Third-Party Links

Our website may contain links to third-party websites. IBH is not responsible for the privacy practices of external websites.

13. Children's Data

Our services are intended for businesses and professionals. We do not knowingly collect personal data from individuals under 18 years of age.

14. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be published on this page with the revised date. Continued use of our website or services constitutes acceptance of the updated policy.

15. Contact Us

For any privacy-related questions or requests:

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