

Privacy Policy

Information on the processing of personal data under UAE Federal Decree-Law No. 45 of 2021

Document	Privacy Policy
Company	Quetta Solutions FZCO
Version	1.1 (draft)
Valid from	2 October 2026

01 Controller and contact

Quetta Solutions FZCO is responsible (controller) for the processing of personal data described in this policy.

Company	Quetta Solutions FZCO
Registered address	Premises No DSO-IFZA, Building IFZA Properties, Dubai Silicon Oasis, Dubai, United Arab Emirates
Licence	Trade Licence No. 49908, issued by the Dubai Integrated Economic Zones Authority (IFZA)
Privacy contact	info@quettasolutions.com

Please send all privacy requests to the contact address above.

02 Applicable law

We process personal data in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL). The PDPL applies to companies in UAE free zones unless the free zone has data protection legislation of its own (Article 2(2)(g) PDPL). IFZA, where Quetta Solutions is licensed, is not one of those free zones, so the PDPL applies.



03 Categories of personal data

We process only the data we need to sell hardware, provide hosting and run our business with you.

CATEGORY	EXAMPLES
Identity and contact data	Name, company, job title, email address, phone number, postal and billing address
Verification data (know-your-customer check)	Copy of passport or ID card of the person acting for you, proof of address, company registration documents, details of the beneficial owners of your company
Contract data	Offers, orders, hosting contracts, contract term, termination
Device and hosting data	Miner model, serial number, MAC address, hosting site, pool and worker name, hashrate, uptime, power consumption
Billing and payment data	Invoices, payment status, bank details, crypto wallet addresses and transaction IDs
Communication data	Emails, support tickets, messages and their content

We receive this data from you directly, from your use of our services and from the monitoring systems at the hosting sites, which report device and consumption data to us.

04 Purposes and legal bases

We use personal data to perform our contracts with you and to meet our legal duties in the UAE. We do not sell personal data.

PURPOSE	LEGAL BASIS	PDPL
Handling enquiries, offers and orders	Steps at your request to conclude a contract; performance of the contract	Art. 4(9)
Verifying your identity and that of your company before we accept an order (know-your-customer check)	Steps at your request to conclude a contract; where applicable, obligations under UAE anti-money-laundering law	Art. 4(9), 4(10)
Providing hosting: onboarding, monitoring, maintenance, repairs	Performance of the contract	Art. 4(9)
Billing of hardware, hosting fees and electricity, collection of payments	Performance of the contract	Art. 4(9)
Customer support and communication	Performance of the contract	Art. 4(9)
Accounting, tax filings and audits	Obligations imposed on us by other UAE laws	Art. 4(10)
Establishing, exercising or defending legal claims	Initiating or defending claims and legal proceedings	Art. 4(3)
Informing existing customers about similar products and services	Your consent, which you can withdraw at any time	Art. 6



05 Recipients and service providers

Only people who need your data for the purposes above can access it. We use the following service providers; they process data on our instructions or receive it because our contract with you requires it.

RECIPIENT	WHAT FOR	LOCATION OF PROCESSING
Zoho (Zoho One: CRM, Books, Desk, Sign)	Customer and contract records, offers, invoices, support tickets, e-signatures	EU
Microsoft 365	Email, calendar, file storage	EU
Internal operations dashboard, hosted on Fly.io	Monitoring of hosted devices, electricity billing, onboarding, repairs, terminations	Frankfurt, Germany
Backblaze B2	Encrypted backups of the operations dashboard	EU
Cloudflare, Inc. (Cloudflare Pages)	Delivery of the website quettasolutions.com, server logs	USA and EEA
WhatsApp	Messages with customers and business partners	Servers of the provider
Telegram	Internal operational notifications	Servers of the provider
Dürr Solutions GmbH, Hamm	Customer management and ticketing on our behalf, under a data processing agreement	Germany
Tax advisers, auditors, lawyers	Accounting, audits, legal advice and claims	UAE and adviser's country
Public authorities and courts	Only where the law requires it	UAE

06 International transfers

Some recipients in section 5 store data outside the UAE, in particular in the EU (Zoho, Microsoft 365, the operations dashboard, Backblaze, Dürr Solutions GmbH) and, for the website, in the USA and the EEA (Cloudflare). We transfer data abroad only where this is necessary to perform our contract with you (Article 23(1) (d) PDPL) and under contracts that oblige the provider to protect your data (Article 23(1)(a) PDPL). Once the UAE Data Office has approved countries with an adequate level of protection, transfers to those countries will additionally rest on Article 22 PDPL.

07 Website

Our website at quettasolutions.com is a static information page without cookies, analytics or contact form. It is delivered by Cloudflare Pages (Cloudflare, Inc., San Francisco, USA). When you visit it, Cloudflare records technical data in server logs (IP address, date and time, page requested, browser type) to deliver the page and protect it against attacks. Cloudflare stores personal data primarily in the USA and the EEA under the EU-US Data Privacy Framework and standard contractual clauses and publishes no fixed retention period for these logs. Legal basis: performance of the contract and our obligation to secure our systems (Articles 4(9) and 7 PDPL).



08 Retention

We keep personal data for as long as the contract with you runs. After that we keep it only as long as UAE law requires or as we need it to establish or defend legal claims, and then delete it.

RECORDS	MINIMUM RETENTION	LEGAL BASIS
Records supporting our tax returns, such as invoices, contracts and bank statements	7 years after the end of the tax period	Art. 56 Federal Decree-Law No. 47 of 2022 (Corporate Tax Law)
Business correspondence and invoices sent and received	5 years from issue or receipt	Art. 29(1) Federal Decree-Law No. 50 of 2022 (Commercial Transactions Law)
Commercial books and their supporting documents	5 years from closing of the book	Art. 29(2) Federal Decree-Law No. 50 of 2022

09 Security

We protect personal data with technical and organisational measures appropriate to the risk (Article 7 PDPL). Access to our systems requires a personal login, backups are encrypted, and our service providers are selected for their security standards. If a breach of your personal data poses a risk to you, we will inform you and the UAE Data Office as the PDPL requires.

10 Your rights

You can exercise the following rights at any time and free of charge by writing to info@quettasolutions.com:

- Information about the data we hold on you, the purposes, the recipients and the storage periods (Article 13 PDPL)
- Receiving the data you gave us in a structured, machine-readable format and having it transferred to another controller where technically feasible (Article 14 PDPL)
- Correction or completion of inaccurate data, and erasure of data we no longer need or may no longer process (Article 15 PDPL)
- Restriction of processing, for example while we verify the accuracy of your data (Article 16 PDPL)
- Stopping processing for direct marketing or statistical purposes, and withdrawing consent with effect for the future (Articles 6 and 17 PDPL)
- Objecting to decisions based solely on automated processing that have legal or similarly serious effects on you, and asking for a human review (Article 18 PDPL)

You may also lodge a complaint with the UAE Data Office (Article 24 PDPL).

11 Changes and version

We update this policy when our services or the law change. The current version is available on request at info@quettasolutions.com.

