

Privacy Policy

Neural — operated by Dar Al Mohtawa Al Araby FZ LLC

Effective date: 01 August 2026 Last updated: 01 August 2026

1. Who we are

This Privacy Policy explains how **Dar Al Mohtawa Al Araby FZ LLC**, a free zone limited liability company licensed in the Emirate of Sharjah, United Arab Emirates (license no. 4418940.01), registered at Business Centre, Sharjah Publishing City Free Zone, Sharjah, UAE ("the Company", "we", "us"), collects and uses personal data when you use **neural.arabize.com** and the Neural online translation service (together, the "Service"). We are the data controller for the personal data described in this Policy, and we process it in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (the "PDPL") and its implementing regulations.

2. Data we collect

- **Account data** — name, email address, password (stored in hashed form), phone number, organization name, country, and preferred language, provided when you register.
- **Payment data** — handled by our payment service provider, Paymob. Your card details are entered directly into Paymob's secure, PCI DSS-compliant payment environment; we never receive or store your full card number. We receive only confirmation of payment, the transaction reference, amount, and limited billing details needed for invoicing and refunds.
- **Content you submit for translation** — documents and text you upload are processed solely to provide the translation you requested (see Section 4).
- **Usage and device data** — log data such as IP address, browser type, pages viewed, features used, and volumes translated, collected automatically to operate, secure, and improve the Service.
- **Support data** — the contents of messages you send us and related correspondence.

3. Why we process it and on what basis

Under the PDPL we process your personal data:

- **To perform our contract with you** — creating and managing your account, delivering translations, provisioning subscriptions and credits, billing, and providing support.
- **To comply with legal obligations** — tax, accounting, and record-keeping obligations under UAE law, and cooperation with competent authorities where required.
- **For our legitimate operational purposes as permitted by the PDPL** — securing the Service, preventing fraud and abuse, measuring performance, and improving features.
- **With your consent** — for marketing communications and any other purpose we expressly ask you about. You may withdraw consent at any time without affecting prior processing.

4. Your translation content

- Content you upload is processed only to deliver the Service to you, including through the AI models and infrastructure that power Neural.

- **We do not use your content to train our models**, and we do not sell it or make it available to other customers.
- Uploaded source files and generated translations are partially retained for **30 days** to let you access your results and are then deleted from our production systems except where retention is required by law. You may delete them earlier from your account.
- Do not upload content containing special categories of personal data (such as health or biometric data) unless you have the legal right to do so; you are responsible for the content you submit.

5. Who we share data with

- **Paymob** — for payment processing, refunds, and fraud prevention, as described in Section 2.
- **Service providers** — hosting, cloud infrastructure, AI processing, email delivery, and analytics providers acting on our instructions under contracts that protect your data.
- **Affiliates** — Arabize for Localization Services (Cairo, Egypt), which provides customer support and technical operations for the Service. Staff access only what a specific task requires and are bound by confidentiality obligations.
- **Authorities and legal** — where disclosure is required by UAE law, court order, or competent authority, or to establish or defend legal claims.

We do not sell personal data.

6. International transfers

Some of our service providers process data outside the UAE. Where personal data is transferred outside the UAE, we do so in accordance with the PDPL — to jurisdictions with an adequate level of protection or otherwise subject to appropriate safeguards such as contractual protections, or with your consent where the PDPL permits. Current hosting locations: EU.

7. Retention

We keep account and billing records for as long as your account is active and thereafter as required by UAE tax and commercial record-keeping laws (typically **5 years**). Translation content is retained as described in Section 4. Usage logs are retained for **12 months**. When retention ends, data is deleted or irreversibly anonymized.

8. Security

We apply appropriate technical and organizational measures, including encryption in transit, access controls, and segregated payment processing through Paymob. No online service is completely secure; if a personal data breach occurs that is likely to cause a risk to your privacy, we will notify the UAE Data Office and, where required, affected users in accordance with the PDPL.

9. Your rights

Subject to the conditions in the PDPL, you have the right to:

- request access to, and a copy of, the personal data we hold about you, and information about how it is processed;
- request correction of inaccurate or incomplete data;
- request erasure of your data, or restriction of processing, in the circumstances the PDPL provides;
- object to processing, including for direct marketing, and to decisions based solely on automated processing that produce legal effects for you;

- request transfer of your data in a structured, machine-readable format where technically feasible; and
- withdraw any consent you have given, at any time.

To exercise these rights, contact us at neural@arabize.com. We will respond within the timeframes required by the PDPL and may need to verify your identity first. If you are not satisfied with our response, you may lodge a complaint with the UAE Data Office.

10. Cookies

We use essential cookies to operate the Service (login sessions, security) and, with your consent where required, analytics cookies to understand how the Service is used. You can control cookies through your browser settings; disabling essential cookies may prevent parts of the Service from working.

11. Children

The Service is intended for business and professional users and is not directed at children under 18. We do not knowingly collect personal data from children; if you believe a child has provided us personal data, contact us and we will delete it.

12. Changes and contact

We may update this Policy from time to time. Material changes will be notified on the Platform or by email, and the "Last updated" date above will change. Continued use of the Service after changes take effect constitutes acceptance of the updated Policy.

Contact: Dar Al Mohtawa Al Araby FZ LLC — [Business Centre, Sharjah Publishing City Free Zone, Sharjah, UAE] — neural@arabize.com.