

Privacy Policy

Effective date: 18 April 2025

This Privacy Policy explains how ATVIR REAL ESTATE L.L.C S.O.C ("Atvir", "we", "us" or "our") collects, uses, stores, shares and otherwise processes personal data when you visit atvir.com and its related subdomains, landing pages, lead forms, chat tools, messaging channels, and other digital services connected with our real estate business.

We aim to keep this Policy practical and easy to read. It reflects how real estate platforms commonly describe privacy practices, while aligning the document to UAE legal and operational expectations.

Who we are

ATVIR REAL ESTATE L.L.C S.O.C, License No. 1585498, is the controller of the personal data covered by this Policy.

Registered address: The Onyx Tower, 1 Sheikh Zayed Rd, The Greens, Dubai.

General contact: info@atvir.com

Privacy contact: info@atvir.com

Marketing opt-out: you can use the unsubscribe instructions in a message we send you or email info@atvir.com with the subject line "Opt-out of notifications".

Scope of this Policy

This Policy applies to personal data processed through our website, its linked subdomains, web forms, callback requests, downloadable materials, and communications that arise from those interactions, including email, phone and messaging-app conversations.

This Policy does not apply to third-party websites, portals, developer pages, payment services, messaging platforms or social networks that have their own privacy notices and operate under their own terms.

The information we collect

Information you provide directly. This may include your name, phone number, email address, preferred language, preferred area or project, property type, budget, investment goals, timeline, and any message or documents you choose to send us.

Communication records. If you contact us by form, phone, email, WhatsApp, Telegram, social media or another channel, we may keep a record of that correspondence and the details needed to respond to you and manage our relationship with you.

Technical and usage information. When you browse the website, we may collect information such as IP address, device type, browser type and version, operating system, language settings, referring URL, pages viewed, date and time of visit, clickstream, session information, and similar usage data.

Information from partners or third parties. In some cases, we may receive information from advertising platforms, analytics providers, listing partners, developers, landlords, sellers or partner brokers when this is needed to understand a lead source, respond to your request, or coordinate a property inquiry.

Please do not submit passports, Emirates ID details, bank statements, card information, or other sensitive personal data through open website forms unless we specifically ask for it and provide an appropriate channel.

How we collect information

We collect information when you browse the site, submit a form, request a callback, download a catalogue or brochure, contact us, message us, call us, or otherwise choose to interact with us.

We may also collect information through cookies, server logs and similar technologies, and from campaigns, landing pages, listing pages and partner workflows connected to our site.

How we use personal data

We use personal data to respond to inquiries, send requested materials, arrange callbacks, and communicate with you about properties, projects and services that you ask about.

We use personal data to match your request with relevant properties, developers, sellers, landlords, brokers or internal team members, including where we operate landing pages, listing pages or aggregator-style experiences.

We use personal data to operate, maintain, troubleshoot, secure and improve the website and our internal workflows, including analytics, testing, fraud prevention, abuse prevention and record keeping.

We may use personal data to send newsletters, market updates, launch announcements, investment materials or other marketing communications where we have your consent or are otherwise permitted by applicable law.

We may use personal data to comply with legal obligations, enforce our terms, defend legal claims, and protect our rights, users, staff and business.

Legal bases for processing

Depending on the context, we process personal data on one or more of the following bases: your consent; taking steps at your request before entering into a contract; performance of a contract; our legitimate interests in operating and improving our business; and compliance with legal or regulatory obligations.

Where we rely on consent, you may withdraw that consent at any time. Withdrawal will not affect processing that was already lawful before the withdrawal.

Cookies and similar technologies

We use cookies and similar technologies to keep the website functioning, remember preferences, understand traffic and usage patterns, improve performance, and measure the effectiveness of campaigns and content.

Depending on the page and your choices, these technologies may include strictly necessary cookies and other cookies or tags for analytics, functionality or marketing. Where applicable law requires it, we will request consent before using non-essential cookies.

You can also control cookies through your browser settings. Blocking some cookies may affect how parts of the website function.

Marketing communications

If you request materials, contact us about a property, or subscribe to updates, we may send you information about relevant listings, launches, market opportunities, services and related content.

You can opt out of marketing communications at any time by using the unsubscribe option in the relevant message or by emailing info@atvir.com. We may still send you service-related or transactional communications where needed.

How we share personal data

We do not disclose personal data more broadly than is reasonably necessary for the purposes described in this Policy.

We may share personal data with service providers that help us operate the website and our business, including hosting, analytics, CRM, communications, IT support, legal, compliance and professional advisers.

We may share inquiry details with developers, listing partners, sellers, landlords, partner brokers or other relevant counterparties where this is necessary to answer your request, arrange a viewing, provide requested information, or progress a transaction you ask us to assist with.

We may disclose personal data to courts, regulators, law enforcement authorities or other public bodies where required by law or where reasonably necessary to establish, exercise or defend legal rights.

We may also share personal data in connection with a corporate restructuring, financing, sale of assets, merger, or similar transaction, subject to appropriate confidentiality measures.

International transfers

Because we work with digital infrastructure and service providers, personal data may be processed in the UAE and in other jurisdictions where our providers or partners operate.

Where personal data is transferred outside the UAE, we will take steps appropriate to the transfer and the risks involved, including contractual or organizational safeguards where required by applicable law.

Data retention

We keep personal data for as long as reasonably necessary for the purpose for which it was collected, including to respond to your inquiry, manage our relationship with you, meet legal or regulatory requirements, maintain records, and resolve disputes.

As a general rule, inquiry and contact data may be retained during the active handling of your request and for up to 3 years after the last meaningful interaction, unless a longer period is required or justified by law, contract, security, accounting, compliance or dispute-resolution needs.

Security

We use reasonable technical, organizational and administrative measures designed to protect personal data against unauthorized access, loss, misuse, disclosure, alteration or destruction. These measures may include access controls, role-based restrictions, logging, security monitoring, backups and vendor controls.

No website, communication channel or storage system can be guaranteed to be completely secure. For that reason, while we work to protect personal data, we cannot promise absolute security.

Your privacy rights

Subject to applicable law, you may have the right to request information about how your personal data is processed; access or obtain a copy of your personal data; request correction of inaccurate or incomplete data; request deletion where the legal conditions for deletion are met; request restriction of processing in certain cases; request transfer of your personal data in a structured and machine-readable format where technically feasible; object to certain processing, including direct marketing; object to decisions based solely on automated processing where such decisions have legal or similarly significant effects; withdraw consent where processing is based on consent; and submit a complaint to a competent authority.

To exercise your rights, please contact info@atvir.com. We may ask for information needed to verify your identity and understand the scope of your request. We do not currently intend to make solely automated decisions with legal or similarly significant effects based only on website data.

Children's privacy

This website is intended for adults interested in real estate services and is not directed to children. If you believe that a child has submitted personal data to us, please contact us so that we can review and take appropriate action.

Third-party links and services

The website may contain links to third-party sites, maps, portals, social media pages, forms or messaging tools. We are not responsible for the privacy practices of third parties and recommend that you review their privacy notices separately.

Changes to this Policy

We may update this Privacy Policy from time to time to reflect legal, operational or business changes. When we do, we will post the updated version on the relevant page and update the effective date shown above. Your continued use of the site after an update means that the updated Policy applies to future interactions, subject to any mandatory rights you may have under applicable law.

Contact us

If you have a privacy question, would like to exercise your rights, or would like more information about this Policy, please contact info@atvir.com.

For general business inquiries, you can also contact info@atvir.com.

Postal address: ATVIR REAL ESTATE L.L.C S.O.C, The Onyx Tower, 1 Sheikh Zayed Rd, The Greens, Dubai.