

1. Data Localization Policy

Introduction:

Jazzbo Technology FZCO adheres to all relevant data localization laws, including UAE Federal Decree-Law No. 45 of 2021 on Personal Data Protection, to ensure the lawful collection, processing, and storage of customer data.

Policy Details:

- **Data Storage Locations:**
 - Data is stored on secure servers located in the UAE, Asia, and the USA.
 - Customer data from specific jurisdictions is processed and stored locally, as required by local laws (e.g., UAE and EU).
- **Cross-Border Data Transfers:**
 - For regions requiring data to remain local, we implement localized processing centers (e.g., UAE-based servers for GCC customers).
 - Where cross-border transfers are permitted, we use adequate safeguards like EU Standard Contractual Clauses (SCCs) or UAE government-approved mechanisms.
- **Compliance Measures:**
 - Ensure that cloud service providers meet international security standards (e.g., ISO 27001).
 - Encrypt sensitive data in transit and at rest across all regions.

Customer Responsibilities:

- Review the laws in their region to ensure proper use of our services.

2. Uptime and Service Level Agreement (SLA)

Introduction:

Jazzbo Technology FZCO guarantees a high level of service reliability, with clear expectations outlined in our Service Level Agreement (SLA).

Policy Details:

- **Service Uptime:**
 - We commit to 99.9% uptime monthly across all servers, excluding scheduled maintenance or force majeure events.
- **Support and Response Times:**
 - Standard Support: Response within 24 hours.
 - Priority Support (for enterprise clients): Response within 2 hours.
- **Compensation for SLA Breaches:**
 - For downtime exceeding the SLA commitment, customers may receive service credits based on the duration of the outage.

Exclusions:

- Downtime caused by third-party services, customer misuse, or external factors beyond our control (e.g., natural disasters).

3. Intellectual Property Rights Policy

Introduction:

Jazzbo Technology FZCO respects and protects intellectual property rights, ensuring our platform is used ethically and lawfully.

Policy Details:

- **Ownership of Content:**
 - All proprietary software, trademarks, and designs remain the property of Jazzbo Technology FZCO.
 - Users retain ownership of any content they upload to the platform, granting us a limited license to process and display it as needed for service delivery.
- **Prohibited Activities:**
 - Users are prohibited from reverse-engineering, copying, or distributing our software without permission.
 - Unauthorized use of copyrighted content or trademarks within our platform is strictly prohibited.
- **Reporting Infringement:**
 - Users can report intellectual property violations to [email address], and we will investigate promptly.

4. Accessibility Statement

Introduction:

Jazzbo Technology FZCO is committed to making our SaaS platform accessible to all users, including those with disabilities, in compliance with international accessibility standards like WCAG 2.1.

Policy Details:

- **Accessibility Features:**
 - Screen reader compatibility for visually impaired users.
 - Keyboard navigation for users unable to use a mouse.
 - Adjustable font sizes and color contrasts to improve readability.
- **Ongoing Improvements:**
 - Regular audits to identify and address accessibility gaps.
 - Feedback-driven updates to enhance usability for all customers.
- **Feedback Process:**
 - Users encountering accessibility issues can contact us at [email address] for support or to provide suggestions.
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5. Dispute Resolution/Arbitration Clause

Introduction:

Jazzbo Technology FZCO strives to resolve disputes amicably but provides clear mechanisms for arbitration when necessary.

Policy Details:

- **Governing Law:**
 - This agreement is governed by the laws of the UAE unless otherwise specified in individual contracts.
- **Arbitration Process:**
 - Disputes will be referred to arbitration under the rules of the Dubai International Arbitration Centre (DIAC).
 - Proceedings will be conducted in English.
- **Exclusions:**
 - Claims related to intellectual property rights may be pursued in courts of competent jurisdiction without prior arbitration.

Customer Responsibilities:

- Attempt to resolve disputes informally before initiating arbitration.
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6. Data Retention and Reporting Policy

Introduction:

Jazzbo Technology FZCO complies with UAE and international regulations for data retention to ensure transparency and accountability.

Policy Details:

- **Retention Periods:**
 - Store transaction records, user data, and communications for a minimum of 5 years.
- **Data Security:**
 - Ensure all retained data is encrypted and stored securely on servers in the UAE, Asia, and the USA.
- **Reporting:**
 - Cooperate with regulatory authorities by providing requested data promptly.
 - Maintain transparency with customers about how their data is stored and used.

7. General Compliance Statement

Introduction:

As a global SaaS provider, Jazzbo Technology FZCO is committed to adhering to all applicable local and international compliance standards.

Key Areas of Focus:

- **Privacy:** Comply with GDPR, CCPA, and UAE Federal Decree-Law No. 45 of 2021 on Personal Data Protection.
- **Security:** Follow ISO 27001 standards for data security and risk management.
- **Legal:** Stay up-to-date with global trade, tax, and compliance regulations.

Monitoring and Updates:

- Conduct regular audits to ensure compliance with changing laws.
- Engage with legal experts to address compliance gaps and risks.