

YACHTS HUB – PRIVACY POLICY

Operated by: YACHTS HUB PORTAL LLC

Trade License: 1512494 – Dubai, UAE

Website: www.yachtshub.com

1. Introduction

Yachts Hub Portal LLC (“Yachts Hub”, “we”, “our”, “us”) is committed to protecting the privacy of our users and safeguarding all personal data shared with our platform. This Privacy Policy explains how we collect, use, store, share, and protect your personal information when you use our website, mobile application, or services (“Platform”).

By accessing or using our Platform, you agree to the terms outlined in this Privacy Policy. If you do not agree, please discontinue use of the Platform.

2. Information We Collect

We may collect the following categories of information:

2.1 Personal Identification Information

- Full name
- Email address
- Mobile phone number
- Government ID (when required for crew, compliance & permits)
- Date of birth (when required)

2.2 Booking & Service Information

- Service type (Charter, Crew, Cleaning, etc.)
- Yacht details & location
- Scheduled date and time
- Passenger/guest count & notes related to service

2.3 Payment Information

- Cardholder name
- Payment reference ID
- Billing details

Note: We do not store or process full card details. All payments are securely processed through MyFatoorah (PCI-DSS compliant payment gateway).

2.4 Device & Usage Data

- IP address
- Browser type & version
- Device identifiers
- Operating system
- Pages viewed and time spent
- Referring website or ad link

2.5 OTP & Verification Data

- Mobile number verification via SMS/WhatsApp
- Login history

3. How We Use Your Information

We use personal data to:

Purpose

Booking & confirmations
Payments & refunds
Communication
Compliance
Improve user experience
Prevent fraud

Use

Process orders, send notifications
Secure transactions
OTP, updates, customer support
Safety, licensing, invoicing
Analytics, performance tracking
Identity verification

We may send you service-related messages (OTP, confirmations). Marketing communications are only sent with your consent and can be opted out at any time.

4. Sharing & Disclosure Of Information

Your data **is not sold, rented, or traded** to third parties. We may share your information with:

Recipient

Service Providers (Yacht Owners / Crew Companies)
MyFatoorah
Legal or Government Authorities
IT Hosting & Software Providers
WhatsApp / SMS Providers

Why

To fulfill the booking
Payment processing
Only when required by law
Infrastructure support
Send OTP and notifications

All partners are required to comply with data protection and confidentiality obligations.

5. Cookies & Tracking

We use cookies and similar tracking tools to:

- Improve platform performance
- Measure advertising campaigns
- Personalize content and navigation experience

Users may disable cookies through browser settings, but some features may no longer function correctly.

6. Data Storage & Security

We implement industry-standard security measures to protect your data:

- SSL encryption
- Secure servers & firewalls
- Encrypted payment gateways
- Limited access authorization
- Activity logs & monitoring

Your data may be stored on secure cloud servers inside or outside the UAE, depending on operational requirements.

7. Retention Of Information

We retain personal data only for:

- As long as your account remains active
- As required for legal, tax, and accounting purposes
- As necessary to resolve disputes and prevent fraud

Users may request deletion — see Section 9.

8. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your data
- Request corrections
- Request deletion
- Object to marketing communications
- Withdraw consent
- Request information on how data is processed

To exercise rights, contact support@yachtshub.com.

Phone: + 971 56 88 0 88 63

Email: support@yachtshub.com

9. Account & Data Deletion

Users may request account deletion at any time by emailing: support@yachtshub.com

Upon deletion:

- Booking history may remain for audit & legal requirements
- Payment records must be retained per UAE tax laws

10. Third-Party Links

Our Platform may contain links to external websites. We are not responsible for the privacy practices or content of these third-party sites.

11. Children's Data

Our Platform is **not intended for users under 18**. We do not knowingly collect data from minors.

12. Changes To This Policy

We may update this Privacy Policy periodically. Updated versions will be posted on this page with a revised date. Continued use of the Platform constitutes acceptance of the revised policy.

13. Contact Us

For questions about this Privacy Policy:

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