

SOSME PRIVACY POLICY

Framework: SOSME Enterprise Trust Framework

Document ID: TCP-PRI-001

Version: 1.0

Effective Date: [01.01.2025]

Last Updated: [01.01.2025]

Welcome to SOSME

SOSME is committed to protecting personal information and processing it responsibly, transparently, and securely.

This Privacy Policy explains how SOSME collects, uses, shares, stores, protects, and manages personal information when individuals interact with the SOSME Platform and related services.

Privacy at a Glance

Our Privacy Commitment

We are committed to:

- ✓ Collecting only the information necessary to provide and improve our Services.
- ✓ Never selling your personal information.
- ✓ Protecting your information using appropriate technical and organizational security measures.
- ✓ Being transparent about how we use your information.
- ✓ Giving you control over your personal information where applicable.
- ✓ Operating Artificial Intelligence services in accordance with our Responsible AI Policy.
- ✓ Complying with applicable privacy and data protection laws.

This summary is provided for convenience only. The full Privacy Policy below governs how SOSME collects, uses, stores, shares, and protects your personal information.

Document Control

Item	Details
Document	SOSME Privacy Policy



Item	Details
Applies To	Website, Mobile Applications, Demo Environment, Customer Portal, SOSME Studio, SOSME Academy, Yara AI, and related digital services
Primary Privacy Framework	Saudi Personal Data Protection Law (PDPL)
Other Applicable Laws	Additional privacy laws may apply depending on your location and the Services provided
Document Owner	SOSME Legal & Compliance

1. Scope

This Privacy Policy applies whenever you interact with SOSME through:

- ◆ SOSME Website
- ◆ SOSME Mobile Applications
- ◆ Demo Environment
- ◆ Customer Portal
- ◆ SOSME Studio
- ◆ SOSME Academy
- ◆ Customer Support
- ◆ Yara AI features
- ◆ Marketing communications
- ◆ Events, webinars, and other digital services that reference this Privacy Policy

2. Information We Collect

Depending on how you interact with SOSME, we may collect the following categories of information.

Information Category	Examples
Identity Information	Name, job title, company
Contact Information	Email address, telephone number
Account Information	Username, encrypted password, preferences
Business Information	Company information you choose to provide
Device Information	Browser, operating system, mobile device type





Information Category	Examples
Technical Information	IP address, diagnostics, security logs
Usage Information	Pages visited, features used, session activity
AI Interaction Information	Prompts submitted to Yara AI and AI-generated responses where applicable

You may choose not to provide certain information; however, some Services may not function properly without it.

3. How We Use Your Information

We use your information to:

- ♦ provide and operate our Services;
- ♦ create and manage your account;
- ♦ respond to enquiries and provide customer support;
- ♦ improve platform performance and user experience;
- ♦ maintain security and prevent fraud;
- ♦ communicate important service updates;
- ♦ comply with legal and regulatory obligations; and
- ♦ provide AI-powered features through Yara.

We process personal information only where permitted by applicable law.

4. Artificial Intelligence (Yara AI)

SOSME includes Artificial Intelligence capabilities through Yara AI.

Where you choose to use these features:

- ♦ AI assists users in performing business activities and improving productivity.
- ♦ Additional information regarding the governance of Artificial Intelligence is available in the **TCP-AI-001 Responsible AI Policy** and **TCP-AI-002 AI Transparency Statement**.
- ♦ AI is intended to support—not replace—human judgment.
- ♦ Information submitted to AI features may be processed to provide the requested functionality and improve our Services in accordance with this Privacy Policy.



5. Sharing Your Information

We may share your information where necessary with:

- ◆ cloud infrastructure providers;
- ◆ payment service providers;
- ◆ implementation and support partners acting on our behalf;
- ◆ professional advisers;
- ◆ regulators or public authorities where required by law; and
- ◆ other parties where you have requested or authorized such sharing.

SOSME does not sell your personal information.

6. International Data Transfers

Where necessary to provide our Services, your personal information may be processed or transferred across jurisdictions.

Where applicable, SOSME implements appropriate safeguards to protect personal information in accordance with applicable privacy laws.

7. Protecting Your Information

We implement appropriate technical and organizational measures designed to protect your information, including:

- ◆ encryption where appropriate;
- ◆ access controls;
- ◆ authentication mechanisms;
- ◆ security monitoring;
- ◆ backup and recovery procedures;
- ◆ secure software development practices; and
- ◆ employee confidentiality obligations.

While we work hard to protect your information, no method of transmission or storage can be guaranteed to be completely secure. Further information regarding SOSME's security commitments is available in the **TCP-SEC-001 Security Statement**.

8. Your Privacy Rights

Subject to applicable law, you may have the right to:

- ♦ access your personal information;
- ♦ request correction of inaccurate information;
- ♦ request deletion where legally permitted;
- ♦ object to or restrict certain processing;
- ♦ withdraw consent where processing is based on consent; and
- ♦ submit a complaint to the relevant supervisory authority.

Requests may be submitted using the contact details provided below.

9. Data Retention

We retain personal information only for as long as necessary to:

- ♦ provide our Services;
- ♦ comply with legal obligations;
- ♦ resolve disputes;
- ♦ enforce our agreements; and
- ♦ protect the security and integrity of our Services.

When information is no longer required, it will be securely deleted, anonymized, or archived in accordance with our retention policies and applicable law.

10. Cookies & Similar Technologies

SOSME uses cookies and similar technologies to:

- ♦ keep our Services secure;
- ♦ remember your preferences;
- ♦ improve user experience;
- ♦ understand how our Services are used; and
- ♦ improve platform performance.

For more information, please refer to the **TCP-PRI-002 Cookies & Similar Technologies Policy**.

11. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our Services, legal requirements, or business practices.

The latest version will always be published on our official website together with its effective date.

Need Help?

If you have questions about this Privacy Policy, your personal information, or wish to exercise your privacy rights, we're here to help.

Please contact the SOSME Legal & Compliance team using the contact details published on our official website.

We will make reasonable efforts to respond to your request in accordance with applicable laws and our internal procedures.

Our Privacy Promise

SOSME is committed to protecting personal information through responsible governance, appropriate security measures, transparency, and compliance with applicable privacy laws.

Our privacy governance is established under **EGS-010 Enterprise Privacy, Data Protection & Data Governance**.

Business. Rebuilt.

Related Policies

For additional information, please refer to:

- ◆ TCP-PRI-002 Cookies & Similar Technologies Policy
- ◆ TCP-AI-001 Responsible AI Policy
- ◆ TCP-AI-002 AI Transparency Statement
- ◆ TCP-SEC-001 Security Statement
- ◆ TCP-GEN-001 Acceptable Use Policy
- ◆ LEG-004 Terms of Use

The latest versions of all SOSME legal policies are available through our official website.