

WEBSITE LEGAL -----

Privacy Policy

How we handle your personal data

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01 Introduction

“Collect DXB” is the brand and trading style of a Dubai-licensed establishment registered with the Department of Economy and Tourism (DET) under Trader Licence no. 1616389, registered trade name “Collect Luxury Items Online Seller” (in these terms, “Collect DXB”, “we”, “us”, “our”). We source, authenticate and resell vintage and pre-owned luxury goods, including wristwatches, Hermès and other designer handbags and accessories, jewellery and collectibles. We operate online via collectdxb.com; items are sent and received by insured courier or by prior appointment. Contact: info@collectdxb.com.

This Privacy Policy explains how we collect, use, share and protect your personal data when you visit collectdxb.com, buy from us, sell or consign to us, or otherwise deal with us. We are the controller of your personal data and process it in accordance with the UAE Personal Data Protection Law (Federal Decree-Law No. 45 of 2021) (“PDPL”). Where we deal with visitors in the EEA or UK, the additional information in our GDPR & International Visitors Notice also applies.

02 Information we collect

- Identity and contact details: name, billing and delivery address, email and phone number.
- Order and transaction details: items bought, sold or consigned, prices, and correspondence.
- Payment details: card payments are processed directly by our payment provider, Stripe; we do not receive or store your full card number.
- Verification details: identification and source-of-funds information where required for high-value transactions or to meet anti-money-laundering (AML) obligations.
- Seller details: bank-account information needed to pay you for consigned or purchased items.
- Technical and usage data: device, browser and site-usage information collected through cookies and similar technologies (see our Cookie Policy).

03 How we use your data

We use your data to process and deliver orders, authenticate and list items, pay sellers and consignors, provide customer service, keep records, prevent fraud, comply with legal and regulatory obligations (including tax and anti-money-laundering requirements), and — where you have consented — to send marketing communications.

04 Legal bases

We rely on one or more of the following bases under the PDPL: performance of a contract with you; your consent (which you may withdraw at any time); compliance with a legal obligation (including AML and

tax law); and our legitimate interests in operating and protecting our business, where these are not overridden by your rights. Where the PDPL requires your consent for a particular processing activity, we obtain it.

05 Anti-money-laundering processing

As a dealer in luxury goods, precious metals and stones, we are legally required to carry out customer due diligence and, in some cases, to record and report certain transactions to the UAE authorities. We process identity and source-of-funds data for this purpose, and may retain and share it with competent authorities as the law requires. We cannot delete data we are legally required to keep for AML or tax purposes.

06 Sharing your data

We share data only as needed with: shipping and logistics partners (such as DHL and specialist secure carriers); our payment processor, Stripe; authentication and professional-service partners; and government, tax or regulatory authorities where required by law. We do not sell your personal data.

07 International transfers

Some recipients, such as international carriers, may be located outside the UAE. Where we transfer your data abroad, we take steps to ensure an adequate level of protection as required by the PDPL, including appropriate contractual safeguards.

08 Data retention

We keep your data only as long as necessary for the purposes above and to meet legal, tax and AML record-keeping requirements, after which it is securely deleted or anonymised.

09 Security

We use appropriate technical and organisational measures to protect your data against loss, misuse and unauthorised access. No system is completely secure, but we work to keep your information safe.

10 Your rights

Subject to the PDPL, you have the right to access your data, correct it, request its deletion, restrict or object to processing, withdraw consent, and request portability. Some rights are limited where we must retain data to meet a legal obligation. You may lodge a complaint with the UAE Data Office. To exercise any right, contact info@collectdxb.com.

11 Cookies

We use cookies and similar technologies as described in our separate Cookie Policy.

12 Children

The Site is not directed at children under 18 and we do not knowingly collect their data.

13 Changes and contact

We may update this policy and will post the current version on the Site. For any privacy question, contact info@collectdxb.com.