



ADIR Mobile Application – Privacy Policy

Effective Date: 01-05-2026

Introduction

This Privacy Policy explains how ADONIS INSURANCE & REINSURANCE S.A.L (“Adir”) collects, uses, stores, and protects personal data through the ADIR Mobile Application.

By using the Application, you agree to the terms and conditions of this Privacy Policy.

1. Collected Information

- Personal information with supporting document
- Insurance product
- Payment and billing details
- Device, IP, login, and usage data
- Communications and support requests

2. How Adir Uses Your Information

ADIR may use the collected information to:

- Manage policies and insurance portfolios
- Allow policy tracking, amendments, and requests
- Process payments
- Verify identity and maintain security
- Provide support and communicate with you
- Improve Application performance
- Comply with legal and regulatory obligations

3. Data Sharing

Adir does not sell personal data, it may share information with its employees, authorized service providers, Third Party Administrator (TPA), legal or regulatory authorities, and corporate affiliates when necessary.

4. Data Security

Adir applies reasonable security measures including encryption, authentication controls, OTP, and MFA. However, no system can guarantee complete security.

5. Data Retention

Personal data is retained only as long as necessary for service delivery, legal compliance, dispute resolution, and contractual obligations.

6. User Rights

Users may request access, correction, deletion of personal data where legally permitted, withdrawal of consent, or objection to certain processing activities.

7. Third-Party Services

The Application may integrate with third-party services. Adir is not responsible for third-party privacy or security practices.

8. Changes to This Policy

Adir may update this Privacy Policy at any time. Continued use of the Application constitutes acceptance of any updates.

9. Governing Law

This Privacy Policy is governed by the laws of Lebanon.

10. Contact Information

Adir Insurance

Email: info@adirinsurance.com

Phone: +961 1 263263