

# Contact Centre Privacy Notice

April 2026

## Contact Center and Subscription Data

### What does this notice cover?

This notice describes how the Qatar Financial Centre ("QFC") Regulatory Authority (the "QFCRA", "we", "us," or "our") collects, uses, discloses and otherwise processes your personal data as part of you contacting us directly through our contact centre or when you sign up for our E-news Subscription. It also describes your data protection rights, including a right to object to some of the processing which the QFCRA carries out. More information about your rights, and how to exercise them, is set out in the "Your choices and rights" section.

We process the collected data in accordance with the Qatar Financial Centre Data Protection Regulations.

### The personal data we use

#### *When you contact us*

When you contact us, we will ask for some personal data such as your name, email address and phone number. We need this information if you contact us electronically so that we can respond to you. However, if you contact us by telephone, you are under no obligation to provide any personal data to us and you can carry out your call on an anonymous basis. Depending on the reason you contact us, we may also collect other personal data about you or other individuals that you may have chosen to provide. Please note that certain queries will require the provision of personal data in order to be addressed properly.

#### *When you subscribe*

When an individual signs up for our newsletters we collect their name, email address and company name. We hold the names and contact details of individuals acting in their capacity as representatives of their organizations. If you wish to attend one of our events, you will be asked to provide your contact information including your organization's name and an email address at which we can contact you.

### How this personal data is collected

This personal data is provided directly to us via your method of communication with us, whether it be email, phone, or signing up for a subscription.

## How we use this data

We use your personal data for several important reasons:

- to provide you with any information or services that you ask for, as well as to reply to your correspondence;
- to analyse the use and performance of our Contact Centre, such as where in the country users of our helpline come from, what type of questions they are asking, and whether the service was able to give them useful information or guidance;
- to maintain a record of our contact with you (as well as keeping track of our interaction with you, this helps us identify you if you contact us again and therefore provide a better level of service to you);
- to identify and analyse issues, risks and emerging trends in relation to the firms and markets that we regulate;
- to send you the newsletter you have signed up for;
- to invite you to an event;
- we use event registration information to facilitate the event and provide you with the required service; and
- to process any complaints made against us by you or relating to our interaction with you.

## Lawful basis for using this data

We process your data where we have a legitimate interest in doing so, as part of administering our regulatory function or power, where there is a legal obligation, or where we have your explicit consent to do so. As an organization we are required to comply with obligations imposed on us by law or where required to perform our regulated tasks. In certain cases, we will have to use your data to meet these obligations.

## Where we transfer your personal data outside the QFC

The QFCRA uses IT systems outside of the QFC in Qatar and the European Economic Area to host and back up all data. The QFC Data Protection Office has stated that, at this time, these countries offer an adequate level of protection. The QFC Data Protection Office determines and publicly lists the jurisdictions of adequate protection. We rely on the guidance of the Data Protection Office in relation to the jurisdictions that are deemed to offer an adequate level of protection.

If we transfer your personal data outside the QFC to a country that is not considered to offer an adequate level of protection by the Data Protection Office, we strive to ensure your personal data is adequately protected by putting in place appropriate contractual safeguards, as required.

## Your choices and rights

You have the right to **ask the QFCRA for a copy** of your personal data; to **correct, delete** or **restrict** the processing of your personal data; and to **obtain the personal data you provide in a structured, machine-readable format**.

In addition, you can **object to the processing** of your personal data in some circumstances (in particular, where we don't have to process the data to meet a legal requirement or a requirement relating to our regulatory function). Where we have asked for your consent, you may **withdraw consent** at any time. If you ask to withdraw your consent to the QFCRA processing your data, this will not affect any processing that has already taken place.

Upon receipt of a request, we will take action within 30 days of receiving your request. We may extend the period for 60 days if necessary due to the complexity and number of relevant requests. We will inform you of such an extension and the reasons within 30 days of receiving the initial request.

These **rights may be limited**, for example if fulfilling your request would adversely affect the rights and legitimate interests of another person, or if you ask us to delete information that we are required by law or have compelling legitimate interests to keep or where complying with your request would be likely to prejudice the proper discharge of the QFCRA's powers. You will not be subject to decisions that significantly impact you based solely on automated decision-making (i.e., with no human involvement in the decision).

If you have unresolved concerns and consider that our processing breaches the QFC Data Protection Regulations, you have the **right to complain** to the QFC Data Protection Office.

[The QFC Data Protection Office Resource Centre can be accessed via this link.](#)

## How long we retain your personal data

Personal data regarding authorized firms and individuals is retained per the QFCRA Retention Schedule.

## Updates to this privacy notice

We reserve the right to update this privacy notice at any time, and we will publish the new privacy notice when we make any updates. We may also notify you in other ways from time to time about the processing of your personal data.

## Contact us

We are the data controller for your personal data. This means we are responsible for deciding how we hold and use your personal data. We are required under the QFC Data Protection Regulations 2021 to notify you of the information contained in this privacy notice.

If you have questions about this privacy notice or wish to contact us for any reason concerning our personal data processing, please contact the Data Protection Officer at [dpo@qfcra.com](mailto:dpo@qfcra.com).