Privacy Policy

Effective Date: November 2, 2026 | **Website:** www.primestarsolutions.com

1. Introduction

At **Prime Star Solutions**, we respect your privacy and are committed to protecting the personal and corporate data you share with us. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website, use our contact and discovery portals, or engage our IT infrastructure and engineering services.

This policy strictly complies with applicable data protection legislation in the **Kingdom of Saudi Arabia (KSA)**, including the Personal Data Protection Law (PDPL).

2. Information We Collect

We collect information to provide better services to our enterprise clients and website visitors. The types of data we may collect include:

- **Personal & Contact Information:** Name, professional job title, corporate email address, telephone number, and company name submitted via inquiry forms or technical audit requests.
- **Technical & System Telemetry Data:** IP address, browser type, operating system, network telemetry (when utilizing monitoring services), and site browsing activity recorded via standard web cookies.
- **Project & Infrastructure Details:** Architectural schematics, technical specifications, or server specifications shared voluntarily during initial discovery calls and site audits.

3. How We Use Your Information

Prime Star Solutions processes your data strictly for legitimate commercial and technical purposes, including:

- Responding to your inquiries and scheduling technical site audits.
- Drafting custom Statements of Work (SOW), network blueprints, and service proposals.
- Delivering, managing, and maintaining enterprise infrastructure projects under executed SLAs.
- Improving our website performance, user experience, and cyber defense postures.
- Ensuring compliance with local regulatory obligations in Saudi Arabia.

4. Data Protection & Cybersecurity Baseline

We employ robust administrative, technical, and physical security controls designed to protect your data against unauthorized access, disclosure, alteration, or destruction. All technical telemetry and client documentation are stored within secure, encrypted environments adhering to strict Zero-Trust access baselines.

5. Data Sharing & Third-Party Disclosure

Prime Star Solutions **does not sell, rent, or trade** your personal or corporate data to third parties. We only share information under the following limited conditions:

- **Authorized Service Providers:** Trusted technical partners or sub-contractors who assist in project execution under strict Non-Disclosure Agreements (NDAs).
- **Legal Requirements:** When mandated by Saudi Arabian government authorities, regulatory bodies, or valid court orders.

6. Data Retention

We retain client and inquiry data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, execute project contracts, or conform to statutory record-keeping regulations in Saudi Arabia.

7. Your Data Rights

Under the Personal Data Protection Law (PDPL) of Saudi Arabia, you have the right to:

- Request access to the personal data we hold about you.
- Request corrections, updates, or complete erasure of your personal data.
- Withdraw your consent for processing marketing communications at any time.

8. Contact Information

If you have any questions regarding this Privacy Policy, your data rights, or our security practices, please contact our Data Protection Officer:

- **Email:** privacy@primestarsolutions.com
- **Office Location:** Jeddah, Saudi Arabia