

Modern Freight Company

Website Privacy Policy

This privacy notice tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and by law we are required to provide you with information about us, about why and how we use your data and about the rights you have over your data.

Who are we?

We are Modern Freight Company LLC. Our address is Between Junction 6 and 7, Jebel Ali Free Zone, PO Box 17580, Dubai, United Arab Emirates.

You can contact us by post at the above address or by email at mfcgroup@mfc.ae.

We are not required to have a Data Protection Officer therefore any enquiries about our use of your personal data should be addressed to the contact details above.

How we use your information

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When you use our website

We use cookies on the www.mfc.ae website. By using the service, you consent to the use of cookies. Our [Cookies Policy](#) explains what cookies are, how we use cookies, how third-parties we may partner with may use cookies on the service, your choices regarding cookies and further information about cookies.

How we store your data

Your personal details, including enquiries, are stored and processed on a cloud server based in Europe and USA.

How long do we keep your data?

We keep your information for no longer than is necessary for the purposes it was collected. The length of time we retain your personal information for is determined by operational and legal considerations. We review our retention periods on a regular basis.

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, company name, email address and contact number. We also ask for which MFC location you like to enquire about.

We use this information to respond to your query, including providing you with any requested information about our services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

When you sign up to receive our newsletter

When you sign up to receive our newsletter, we ask for your name, title, occupation, company name, country of residence, email address and contact number.

We will ask for your consent to use your name and email address to email you our newsletter which contains information about our products and other information which we feel might be of interest to you.

You can withdraw your consent at any time and we will stop sending you the newsletter.

When you download a sample document

When you request to download a sample document, such as case studies, brochures and certifications, we ask for your name, company name and your email address.

We use this information to email you a link to download the requested document. We may also email you after your download in order to follow up on your interest in our products and services. We will do this based on our legitimate interest in marketing prospects for our products and services.

Your name and email address are shared with a third party mailing system which is based in Europe & USA. This company has contractually committed to providing appropriate safeguards for your personal data which means it will be protected in line with the legal requirements of the European Union.

When you take part in our feedback survey

When you take part in our feedback survey, we record your name, your email address, your organisation name, your job role and your phone number along with your answers to questions regarding your opinion of and use of our services.

We use this information to develop and improve our services together with our customer relationships. Your job role, organisation and some or all of your comments may be publicly displayed on our website as a testimonial but only if we have your consent to do so.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct this information if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

You can request that your data be erased in certain circumstances, for example, if we are processing your personal data for reasons of consent, or if we are processing on the grounds of legitimate interest and we do not have an overriding interest to continue our processing.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance. You can contact our GDPR Coordinator at gdpr@mfc.ae

Updates to this privacy policy

We regularly review and if appropriate update this privacy policy as our services and use of personal data evolves. If we want to make use of your personal data in a way that we have not previously identified, we will contact you to provide information about this and if necessary, to ask for your consent.

This policy was last updated in March 2021.

