

PRIVACY POLICY

Wallera FZE

Operating as: Wallera

Last Updated: 1 January 2026

1. INTRODUCTION

Wallera FZE ("Company", "we", "us", "our"), operating under the trade name Wallera, is dedicated to safeguarding your personal information. This Privacy Policy describes how we collect, process, store, and protect your data when you interact with our services.

For inquiries regarding your personal data, please contact us via our website at <https://wallera.vip> or by email at support@wallera.vip.

2. COOKIE USAGE

Our website employs cookies to enhance your browsing experience and enable site functionality improvements. Cookies help us distinguish between visitors and analyze usage patterns to optimize our services.

3. INFORMATION WE COLLECT

3.1 Registration Information

When you create an account, we collect identification details such as your name, government-issued identification, photographic verification, and address information. In certain circumstances, we may process sensitive data including biometric information, which we handle in strict accordance with applicable data protection laws.

3.2 Transaction Data

We maintain records of your transactions with us, including details of payment instruments and accounts you utilize through our services.

3.3 Technical Information

We automatically collect certain technical data when you access our services, including device type, browser version, IP address, and operating system information.

4. HOW WE USE YOUR INFORMATION

4.1 Service Delivery

- Managing and maintaining your account;
- Processing your transactions;
- Analyzing and improving our service offerings.

4.2 Legal Compliance

- Conducting required identity verification;
- Preventing money laundering, fraud, and other financial crimes;
- Fulfilling regulatory obligations.

4.3 Legitimate Business Interests

Where permitted by law, we process your data for purposes that serve both your interests and ours, provided such processing does not override your privacy rights. This includes conducting credit checks during onboarding and assessing service eligibility.

4.4 Consent-Based Processing

With your explicit consent, we may conduct detailed credit assessments for certain products and send marketing communications about our services and those of our partners. You may withdraw consent at any time by contacting support@wallera.vip.

5. INFORMATION SHARING

We may share your personal data with:

- Our employees who require access to perform their duties;
- Service providers supporting our operations, including card network operators, identity verification services, cybersecurity providers, and customer interface systems;
- Regulatory authorities and law enforcement agencies as required by law;
- Third parties with your explicit authorization;
- Entities involved in fraud prevention and security.

We may also disclose information to enforce our agreements, protect our rights, or safeguard the interests of our customers and the public.

6. DATA RETENTION

We retain your personal data for the duration of our business relationship and for five years thereafter to fulfill legal obligations. Extended retention periods may apply in cases involving anti-money laundering investigations, fraud prevention, or legal requirements.

7. YOUR RIGHTS

Subject to applicable law, you have the right to:

- Request access to personal data we hold about you;
- Request correction of inaccurate information;
- Request deletion or restriction of processing, subject to legal limitations;
- Object to processing for direct marketing purposes;
- Withdraw previously granted consent.

8. INTERNATIONAL DATA TRANSFERS

Your data may be transferred to and processed in locations outside your country of residence. We ensure appropriate safeguards are in place for such transfers, including standard contractual clauses and transfers to jurisdictions with adequate data protection frameworks.

9. POLICY UPDATES

We may modify this Privacy Policy periodically. Material changes will be communicated through our website or via email notification. Continued use of our services following any modifications constitutes acceptance of the updated terms.

CONTACT INFORMATION

Walleria FZE

Address: Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates

Website: <https://wallera.vip>

Email: support@wallera.vip