

Privacy Policy

Last updated 25 July 2026

This Privacy Policy explains how ALGOZ FZ-LLC processes personal data through the ALGOZ OPS platform. It covers the operations console (ops.algozgroup.com), the administration console (aops.algozgroup.com), the installable and Android applications, and our websites.

1. Controller and processor roles

ALGOZ OPS is provided to security and close protection companies (each a “Customer”). Where a Customer uses the platform to run its operations, the Customer is the **controller** of the operational personal data it enters or generates (for example its operatives, their locations, and the profiles of the principals it protects), and Algoz acts as a **processor** on the Customer’s behalf under the Data Processing Agreement. Algoz is the **controller** of the limited data it needs to run the service itself, such as account registration details, billing records, security logs and communications with us.

If you are an operative, director or other user whose account was created by a Customer, that Customer decides how your operational data is used. Requests about that data are normally handled by the Customer, and we will assist them.

2. The data we process

Category	Examples
Account and identity	Name, work email, phone, role and rank, company, agent identifier, profile photo, an optional identification line.
Location	Live GPS position while an operative is on duty and sharing location, position updates and movement trails, rally point and geofence events. Collected in the foreground and, on supported devices, in the background while on duty so command can maintain safety oversight. See the Permissions & Data Safety page.
Principal profiles	Data a Customer records about the people it protects: name, date of birth, nationality, contacts, photo, and operational profiling. This is entered and controlled by the Customer.

Operational content	Operations, schedules, teams, situation reports, watchlists, after action debriefs, tactical board plans, seating plans, notes.
Media and files	Photographs attached to map pins or debriefs, and documents uploaded to an operation.
Communications and alerts	Alerts (such as SOS, check ins, geofence and notice events) routed to the Customer's own Telegram bot, and messages you send us.
Device and technical	Push notification token, device and browser type, IP address, timestamps and diagnostic logs.
Subscription and billing	Company subscription status and, when self service billing is enabled, payment records handled by our payment provider. We do not store full card numbers.

3. Why we process data and the legal bases

- **To provide the platform** (accounts, operations, live map, boards, alerts, comms): performance of a contract, and our and the Customer's legitimate interests in running security operations safely.
- **Location and safety features**: the Customer's legitimate interest in the safety and coordination of its team and principals, performance of the employment or engagement relationship between operative and Customer, and, where required, consent obtained by the Customer.
- **Security, fraud prevention and audit**: our legitimate interests and legal obligations.
- **Billing and administration**: performance of a contract and legal obligation.
- **Communicating with you**: legitimate interests and, where applicable, consent.

Where processing relies on consent, you or the Customer may withdraw it at any time without affecting prior processing.

4. Location data and live position sharing

Live position sharing is a core feature of ALGOZ OPS. While an operative is on duty with location sharing enabled, their live GPS position is **continuously shared and visible in real time** to authorised members of their own company on the live operational map, including, on supported devices, **while the app is in the background or the phone is locked**. Sharing stops when the operative goes off duty or turns location sharing off, and historical movement trails are visible to the company's directors and administrators for operational review.

Location is used to show the live map, to measure distance and bearing to key points, to raise geofence and rally alerts, and to support SOS and welfare checks. It is never sold, never used for advertising, and never shared outside the operative's company except as needed to provide the service or as required by law. Each Customer is responsible for informing its operatives of this sharing before putting them on duty (see the Terms and the Permissions & Data Safety disclosure).

5. Sharing and sub-processors

We do not sell personal data and we do not share it for advertising. We share data with:

- other authorised users within the same Customer company, according to their role and permissions;
- service providers that host and operate the platform on our behalf, listed as sub-processors in Annex III of the Data Processing Agreement (for example Google Cloud and Firebase for hosting, Mapbox for maps, and the Customer's own Telegram bot for alerts);
- our payment provider, where self service billing is enabled;
- authorities or third parties where required by law, to protect vital interests, or to establish or defend legal claims.

6. International transfers

The platform is hosted primarily in Google Cloud data centres, including in the European Union, and is operated from the United Arab Emirates. Where personal data is transferred across borders, we rely on appropriate safeguards such as the European Commission's Standard Contractual Clauses and equivalent mechanisms. Details are in the Data Processing Agreement. A copy of the safeguards is available on request at ops@algozgroup.com.

7. Retention

We keep operational data for as long as the Customer's account is active. When an account is closed, operational data is deleted within 90 days, and residual copies in encrypted backups are purged on our normal backup cycle, within a further 90 days. Billing and legally required records are kept for the period required by applicable law. On a valid deletion request we act within the timelines set out on the Data Deletion page.

8. Security

We use encryption in transit and at rest, strict tenant isolation, role based access control and audit logging, described in the Security Overview. No system is perfectly secure, but we work to protect data using measures appropriate to its sensitivity.

9. Your rights

Subject to applicable law, including the EU and UK GDPR, you may request access to your personal data, correction, deletion, restriction or objection to processing, and portability, and you may withdraw consent. Because much operational data is controlled by a Customer, we may pass your request to that Customer and assist them in answering it. To make a request, contact ops@algozgroup.com. You also have the right to complain to a data protection supervisory authority. If you are in the European Economic Area or the United Kingdom and need to reach a local representative, contact us and we will direct you [EU/UK Article 27 representative to be appointed].

10. Children

ALGOZ OPS is a workplace tool for professional security operations and is not directed to children. We do not knowingly collect data from anyone under 18.

11. Cookies and local storage

The consoles use strictly necessary cookies and browser local storage to keep you signed in and to remember your preferences (such as theme and units). We do not use advertising or cross site tracking cookies. Our marketing site may use minimal analytics; where required we ask for consent.

12. Third party services

Alerts are delivered through the Customer's own Telegram bot, and Telegram processes those messages under its own terms. Maps are provided by Mapbox. Payments, where enabled, are handled by our payment provider as an independent controller for payment processing. Links to third party sites are outside this policy.

13. Changes

We may update this policy. Material changes will be notified in the console or by email, and the date above will change. Continued use after an update means you accept the revised policy.

14. Contact

ALGOZ FZ-LLC, a free zone company registered in the Ras Al Khaimah Economic Zone (RAKEZ), United Arab Emirates, trade licence no. 47023214 ("Algoz", "we", "us", "our"). For any privacy question or to exercise a right, contact ops@algozgroup.com.

ALGOZ FZ-LLC. Registered office: [Registered office address, RAKEZ, Ras Al Khaimah, United Arab Emirates , to confirm].
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