YOUR DATA

# Data Protection & Privacy Policy

CROSSTALK LAB, LLC · Last updated 11 November 2026

## Introduction

CROSSTALK LAB is committed to protecting and respecting your privacy. This Data Protection & Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with us, in compliance with relevant data protection laws and regulations, including Qatar's Law No. 13 of 2016 on Personal Data Privacy Protection.

## Important information and who we are

**Purpose of this Data Protection and Privacy Policy.** This policy outlines how CROSSTALK LAB collects, processes, and protects your personal data, informing you of your privacy rights and how the law protects you.

**Who we are.** CROSSTALK LAB, LLC is dedicated to providing customized consultations, mentoring, and training in various fields such as life sciences, management, education, and social sciences.

**Controller.** CROSSTALK LAB is the controller and responsible for your personal data. If you have any questions about this policy or how we use your personal data, please contact us using the details provided at the end of this document.

**Changes to the Data Protection and Privacy Policy and your duty to inform us of changes.** We may update this policy periodically to reflect changes in our operations or applicable laws. Please ensure you regularly review this policy and inform us of any changes to your personal data.

**Third-party links.** Our website or communications may include links to third-party websites. CROSSTALK LAB is not responsible for the privacy practices of those websites, and we encourage you to review their privacy policies.

## The data we collect about you

We may collect, use, store, and transfer different types of personal data about you, including:

- Identity Data (e.g., name, title, date of birth)
- Contact Data (e.g., email address, phone number)
- Technical Data (e.g., IP address, browser type)
- Usage Data (e.g., how you use our website or services)
- Marketing and Communication Data (e.g., preferences in receiving marketing materials)

**If you fail to provide personal data.** If you do not provide certain data when requested, we may not be able to provide our services effectively.

**Children.** If you are under 18, we process your personal data with the consent of your parent or guardian.

## How we collect your personal data

We collect personal data through various methods, including:

- Direct interactions (e.g., when you sign up for services)
- Automated technologies (e.g., website cookies)
- Third-party sources (e.g., analytics providers)

## How we use your personal data

We will only use your personal data when the law allows us to. Below is a table outlining the purposes for which we use your data:

| Purpose/Activity | Type of data | Lawful basis for processing |
|---|---|---|
| To register you as a new customer | Identity, Contact | Performance of a contract with you |
| To process and deliver services to you | Identity, Contact, Technical, Financial | Performance of a contract with you |
| To manage our relationship with you | Identity, Contact, Marketing, Communications | Legitimate interests (to keep records updated, respond to inquiries) |
| To administer and protect our business and website | Technical, Usage | Legitimate interests (for network security, fraud prevention) |
| To deliver relevant content and marketing materials | Identity, Contact, Usage, Marketing | Consent, Legitimate interests (to grow and promote our services) |

## Marketing

We strive to provide you with relevant content and may send you promotional offers.

**Promotional offers from us.** You may receive marketing communications if you have requested information from us or have used our services and have not opted out of receiving marketing communications.

**Opting out.** You can opt out of receiving marketing materials at any time by contacting us or using the "unsubscribe" link in our communications.

**Cookies.** Our website uses cookies to track usage patterns and improve your experience. You can manage cookie preferences through your browser settings. See our **Cookie Policy**.

**Change of purpose.** We will only use your personal data for the purposes for which it was collected unless we reasonably consider that we need to use it for another compatible reason. If a change in purpose occurs, we will notify you and explain the legal basis for this.

## Disclosures of your personal data

We may share your personal data with:

- **Internal Third Parties:** CROSSTALK LAB team members who require access to provide services.
- **External Third Parties:** Service providers (e.g., IT services, payment processors) and partners that help us fulfill our services.

## International transfers

Your personal data may be transferred internationally if our service providers or partners operate outside your country of residence. We will ensure that any such transfers comply with data protection regulations, including adequate safeguards.

## Data security

We implement strict security measures to protect your personal data from unauthorized access, alteration, or disclosure. Our procedures ensure that your data is handled securely and in compliance with relevant regulations.

## Data retention

**How long will we use your personal data?** We will retain your personal data only for as long as necessary to fulfill the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements. You can request further details on specific retention periods by contacting us.

## Your legal rights

You have the right to:

- Request access to your personal data.
- Request correction of inaccurate data.
- Request deletion of your personal data.
- Object to or restrict processing, or request data portability.
- Withdraw consent at any time where we rely on consent to process your data.

**No fee is usually required.** You will not have to pay a fee to access your personal data unless the request is excessive.

**What we may need from you.** We may need to request specific information to help us confirm your identity and ensure your right to access personal data.

**Time limit to respond.** We aim to respond to all legitimate requests within one month.

## Glossary

- **Lawful Basis:** The grounds under which we are legally permitted to process your personal data, such as consent, contract performance, legitimate interest, or legal obligation.
- **Third Parties:** Organizations outside CROSSTALK LAB that provide services or partner with us to help deliver our services.

## Contact

For any queries regarding your data rights or this policy, please contact us:

> **CROSSTALK LAB, LLC**
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