

This Privacy Policy sets out how we and our related companies use any personal information that you give to us or we collect from you, such as your name, address, telephone number or email address. Personal information also includes anything else that can identify you as an individual, such as photos or videos of you and any information regarding your interests, hobbies, preferences or other similar information which we link to your personal information. We refer to this as "**your information**" in this privacy policy.

We may give certain words that are used in this privacy policy a particular meaning which will be set out where these words are featured in bold within inverted commas like this: "**words**".

You can print this page by clicking [here](#).

1. OUR DETAILS

"We", "us" and "our" means MTV Networks MENA FZ-LLC, with registered address at the 3rd floor, DMC, Dubai Media City. . If you have any questions or concerns please refer to our frequently answered questions ([FAQ's](#)). If the FAQs do not adequately address your questions or concerns you may contact us by email provided on the [contact page](#).

2. Parent(s)/Guardian(s)' Consent and Checks

If you are under 21, you will ALWAYS need to get your parent(s)/guardian(s) permission before contacting and interacting with the online service - whether it's entering one of the online service 's competitions, sending the online service a letter or accessing our websites, especially if you are providing us with personal information.

We may need to check that your parent(s)/guardian(s) are happy for you to provide your information to us. Where we do need to check with your parent(s)/guardian(s), we will ask you for your parent's/guardian's contact details (usually an email address or telephone number) so we can then contact them.

We will always ask for your parent(s)/guardian(s)' permission where we want to use your personal information for marketing or research purposes; to send you newsletter or whether you are allowed to receive the prize and can comply with the competition terms and conditions, if you're lucky enough to be selected to win a competition.

3. CHANGES TO THIS POLICY

For whatever reason, we may need to make changes to this privacy policy in future. For example to reflect changes in the law, changes in the type of services or information we provide to you or to correct any errors. We will try to keep all such changes to a minimum. We recommend that you check this policy from time to time to see if it has changed. We will always state at the bottom of this policy the date on which it was last updated.

If you continue to use our services after our privacy policy changes you will be bound by those changes as and when we make them.

4. HOW WE COLLECT YOUR INFORMATION

We collect your information in the following ways:

- When you give it to us, for example when you:
 - o provide information about yourself to enter one of our competitions or promotions;
 - o order products or services from us such as video clips from our WAP site (where available);
 - o register on our site (see our Website [Terms of Use](#) for more information on this registration process);
 - o opt in to receive any of our newsletters or other marketing information (where available); or
 - o rate or post any comments regarding content cast a vote on anything within our online services.
- If it passed to us by our affiliates, partners or other third parties with your consent; or
- Automatically using "**cookies**", web beacons and other tracking systems (see the "[Automatic Information](#)" section below for more details on how we use cookies and how you can disable them if you choose to do so).

5. HOW WE USE AND DISCLOSE YOUR INFORMATION

We use your information operationally to:

- process any requests or orders for goods or services that you have or may purchase (where such service is available);
- to enter you for the competitions or promotions which you have indicated you wish to enter;
- identify your personal preferences for any communications to you such as newsletters;
- allow you to post comments, rate content or cast your vote; and
- to respond to or deal with any queries or complaints that you may have.

In addition and with your consent we (and if applicable, our partners or other trusted third parties) use your information for certain marketing, market research, analysis and related purposes. It is up to you how much or how little information you allow us to use for these purposes. Our on screen notices will ask for your explicit permission (often by way of a tick box) for such additional purposes. These purposes include:

- to communicate with you from time to time by email, by mobile (using SMS or, if your mobile device permits, MMS messages or similar technologies) and occasionally by post with our newsletters, information, offers and other material which may interest you (such communications may be sent by third party service providers on our behalf);
- to make your information available from time to time to trusted partners and third parties, for the same purposes as above (which will be in accordance with the privacy policies of such trusted partners and third parties);
- to conduct market research, for example by asking you to participate in a survey about topical issues conducted by us or trusted partners or third parties. We will always try to tell

you before you participate in the survey how any information you provide in the survey will be used; and

- to enable us and third parties acting on our behalf to analyse your information, in a non-identifying form, (generally in the form of statistics), so that we can identify trends about usage of our online or other services and improve them.

We also reserve the right to access and disclose your personal information in order to comply with applicable laws, to comply with lawful requests from governments, law enforcement agencies or parties whose request we reasonably consider to be justified in connection with any allegations by any party about your abuse of our services, to operate our systems properly or to protect ourselves or our users.

6. International Use Of Your Information

As we and our associated companies operate throughout the world, it may be necessary to transfer your information outside UAE. If we need to do this, any of our associated companies will comply with the terms of this policy.

7. Links To Other Websites

When you're on one of our websites, you may be directed to other sites where your information may be collected and this will be outside of our control. For example, if you click on a banner advertisement on one of our websites, it may take you from our website to a third party's website. We cannot be responsible for or control the content on another party's website and don't forget that once you've left our website, if you provide any information to the third party, you will need to check their privacy policy as this policy only applies to our websites.

8. UNSUBSCRIBING/ AMENDING YOUR INFORMATION / NEWSLETTERS

You can amend or remove information you give us via our online services at any time as follows:

- to amend any information you have given us when registering on the website contact us by email provided on the [contact page](#) and let us know what information you would like to amend or, where this function is available on our website, click on the "Account" tab and you can amend your basic information, nickname and personal preferences (which will affect what content we include in our newsletters and marketing information which we may send to you);
- to deactivate your registered account you will need to contact us by email provided on the [contact page](#);
- if we offer any newsletters or other email distribution, and you have subscribed to receive those newsletters or other email distribution, then you may unsubscribe by contacting us by email provided on the [contact page](#) and letting us know which newsletter or email

distribution you wish to unsubscribe from or you may click on the relevant link, if one is available, on the newsletter/other email distribution (which, if this link is available, it can normally be found at the bottom of the communication);

- to withdraw from a subscription service you requested via SMS/MMS (as opposed to online) by following the instructions you receive in the message confirming your request and sending the message "STOP" to the appropriate short code.

If you want to remove all of your information from our database or have any questions about privacy issues, you can contact us by email provided on the [contact page](#) specifying your name, nickname, email address and telephone number and asking for your information to be removed or specifying any questions you may have.

9. AUTOMATIC INFORMATION

Like many websites, we use "cookies". Cookies are small text files that websites automatically save to the cookie file of the browser on your computer when you enter the website. We do not use cookies that access any information stored on your hard drive or damage or otherwise endanger your computer. We use cookies to identify your computer when you use our online services and to track and assist your navigation around our online services.

Examples of the information that may be analysed using cookies are user-name, nickname, email address and password, the internet protocol (IP) address used to connect your computer to the internet, browser type and version, operating system and platform you use to connect, areas of our online services that you viewed or searched for, the Uniform Resource Locators (URLs) from or through which you entered and exited our online services and the date and time of such activity.

You can use the "Help" section of the tool bar on most browsers to change the settings on your computer, for example to notify you when you receive a cookie, or to refuse all cookies. However, some of the features of our online services may not work or may be more difficult to access if you refuse all cookies.

We use third party advertising companies to serve advertisements on our online services. The ads you receive are influenced by various factors, including your browsing history prior to visiting this website. These companies may use information (not including your name, address, email address or telephone number) about your use of our online services in order to provide advertisements about goods and services that may be of interest to you. In the course of serving advertisements, our third party serving network may place or recognise a unique "cookie" on your browser. This is a "persistent" cookie, which means that it is stored on your computer and will remain there until it expires or you remove it. The ad serving networks may also make use of other technologies, such as "web beacons", in order to improve the relevance of the ads you receive.

[**For more information please read our Cookie Policy.**](#)

10. SECURITY

We have taken steps to ensure that your personal information is secure, including limiting the number of people who have physical access to our database servers, as well as electronic

security systems and password protections that guard against unauthorised access.

This policy is governed by and construed in accordance with the laws of England and if there are any disputes the courts of England shall have exclusive jurisdiction.