

Terms of Service

Introduction:

The terms and conditions outlined on this webpage govern your use of our website and serve as an electronic contract. By accessing the website MSEGAT.COM, you agree to abide by these terms in full, which will apply to your use of this site. By using this site, you consent to accept all the terms and conditions written here. You must not use this website if you disagree with any of these terms and conditions.

DEFINITIONS:

- MSEGAT.COM, MSEGAT. All these terms are intended for the first party, as the legal entity or the site of MSEGAT, LLC , a company registered in the Kingdom of Saudi Arabia.
- Customer (Customers), Subscriber, Customer, You, He, all meant to be used for the second party intended to use the Website as a customer or visitor as an adult in full of their mental powers who register themselves on the MSEGAT Web Site and use the Software in accordance with these Terms for the purpose of using the Services.
- Content means any messages, comments, videos, audio, music, data, text, photographs, software, text, graphics, or other content created, provided or otherwise provided by customers and other users to MSEGAT in the context of the use of Website, software and services.
- Services means the text or voice message service or any service provided through this website.
- Service Level Agreement (SLA) means the Service Level Agreement (SLA) that specifies the level of service, location, software and services that Msegat can generally provide to its customers.
- The program means the web-based interface, mobile application and other downloadable and merged software developed and maintained by Msegat for the purpose of providing the Services.
- The service provider and mobile network, means the local telecommunications company that provides the owner of the mobile number with the coverage of the network.
- These “Terms of Service” means the Terms of Service and all terms, policies and guidelines contained in the terms as reference, including but not limited to the Privacy Policy and Service Level Agreement. If there is any conflict between the SLA and the Privacy Policy and these Terms, these Terms prevail.
- Privacy Policy means Msegat’s Privacy Policy, which provides the basics of processing personal data provided by customers to Msegat in connection with the use of the Website, Software and Services.

- Website means the website of the MSEGAT.COM
- Systems: Systems of the Kingdom of Saudi Arabia

DISCLAIMER / ACKNOWLEDGMENT :

● Joining MSEGAT means that you agree to the terms of this document and that you agree to review it periodically and you are/ will be aware of all modifications and updates and that you have accepted all of its contents and are ready to assume all responsibilities. Your consent means the use of these services for legitimate purposes only, and you will refrain and assume responsibility for sending or broadcasting any material through the MSEGAT site that would infringe on the rights of others, limit, abuse or prevent the use of this site or involve an illegal or Threaten, defame, infringe on the privacy of others, infringe on others, abuse obscene language, insult Islam or sanctify or violate its sanctity, or violate other religions or for any other reasons not acceptable, or that would encourage the commission of a crime or involve an offense that entails legal liability or is in violation of any of the laws of the Kingdom of Saudi Arabia.

● By accessing, viewing, signing in, creating an account, using the website, software, services, content or functionality, or by requesting and registering services, you acknowledge and agree to be bound by these terms.

● You also understand that by creating an account on the Website, you acknowledge and acknowledge the data processing terms as set forth in the Privacy Policy.

● You further acknowledge that under applicable law, some data may be processed without your consent and that MSEGAT reserves the right to conduct such treatment where appropriate.

● You confirm and warrant at all times during your use of the Website, Software and Services that you have all necessary approvals and permissions to process all data you provide to MSEGAT. You agree to immediately notify MSEGAT of withdrawing consent to process the data submitted to MSEGAT from the expiry of the legal grounds for processing, modification, inaccuracy or change in the submitted data.

● When using direct marketing services, you are responsible for complying with all legal requirements relating to direct marketing rights and data topic rights. MSEGAT only provides the messaging platform, but you are solely responsible for the content of your messages sent using the Services. You realize that there are different legal rules for direct marketing in different countries. When using direct marketing services, you must comply with all of the country's direct marketing requirements.

- If you do not agree to these terms, you may not use the website, software or services and should stop using them immediately.
- Your continued access to the Website and / or the Software and / or the use of the Services, as described above, indicates your acceptance of the Terms.

ACCOUNT TERMS:

- You must be 18 years of age or older or have reached the age of majority according to the laws under which you are the country from which you use the service.
- You must register in MSEGAT to use the service and benefit from it by typing the name fully as shown in the official documents, the current address, mobile number, valid email and any required information as described. The registrants are also entitled to reject the application to create the account or cancel an account for any reason.
- Registrants are entitled to use the email address as the primary means of communication.
- The user is responsible for keeping his or her password secure. MSEGAT is not responsible for any loss or damage caused by forgetfulness and failure to maintain account security and password.
- Breach of or violation of any term in the “Terms of Use” as described in accordance with the terms of reference granted to Registrants will result in the immediate termination of User Services.
- The beneficiary of the service is the contracting party (the owner of the account) and is subject to the “Terms of Use” and is the only person authorized to manage any other account we may provide.
- If you are subscribed to the Service on behalf of the Employer, the Employer is the Account Holder and you must acknowledge and warrant that you have the authorized to bind the Employer to the “Terms of Service”
- MSEGAT may at its sole discretion close the Client’s account if the Services are not used by the Customer for 12 consecutive months. No warranties will be made under any obligation to restore access to or use of the data contained in the account nor are they subject to any other obligation, including providing a copy of any data in the account.

SERVICES :

- MSEGAT offers you the following services: Send and receive SMS, including alerts, reminders, confirmations, SMS marketing campaigns and email use in SMS. Services are provided via web interface, mobile text messaging

applications or SMS portal access that can be integrated into your website. In addition, MSEGAT provides software maintenance, upgrades and customer support that enables you to send SMS messages to recipients assigned by you.

- MSEGAT may update your website, software, and services from time to time and may change content at any time. Please note that although MSEGAT makes reasonable efforts to update information on the Website, any content on the Site may be out of date at any time, and MSEGAT is not obligated to update it. MSEGAT makes no representations, warranties or warranties, either express or implied that the content of the Site is accurate, complete or up-to-date.

- MSEGAT doesn't not offer advertising services and its role is limited to providing a platform for sending messages , and the client can communicate with his customers and send advertisements or alerts

GENERAL PROVISIONS:

- Users of MSEGAT site and the services available therein shall be subject to the terms and conditions of application in addition to the applicable regulations in the Kingdom of Saudi Arabia.

- MSEGAT reserves the right to modify the "Terms of Use" and the Terms from time to time and users will not be notified of any changes through email or other personal contact addresses. The user of the application is responsible for viewing the "Terms of Use" and the Terms from time to time to ensure compliance with them. The amendments shall take effect from the date of publication in the application.

- The site targets those above the legal age and disclaims responsibility for those who do not.

- While MSEGAT is keen to protect the information of its users, it is not entirely guaranteed to send data over the Internet. Accordingly, any data entered or otherwise is the responsibility of the user itself.

- MSEGAT does not provide any kind of undertaking or guarantee of the materials and information contained in the site and the user's use of the site is at his own risk.

- MSEGAT site may update the Website, Software and Services from time to time, and may change the Content at any time.

- MSEGAT makes reasonable efforts to update the information on the website, but any content on the site may be out of date at any time, and MSEGAT does not commit to updating it.

- MSEGAT makes no representations, warranties, either express or implied that the content of the site is accurate, complete or up to date.

- MSEGAT site provides the platform for sending messages, but the user or client alone is responsible for the content of messages sent.
- “Terms of use” are governed by and are applicable in accordance with the laws of the Kingdom of Saudi Arabia in force regardless of conflict of laws agreements. The parties shall grant the exclusive jurisdiction of the courts of the Kingdom of Saudi Arabia in a final and unconditional manner in respect of any dispute or claim for which the terms of use were a cause.
- The Account Holder acknowledges that MSEGAT may amend these Terms of Use at any time by posting the Modified Terms of Use on the MSEGAT Website and the amendments to the “Terms of Service” shall apply as of the date of publication. The use by the Account Holder of the Services after the amendment which is posted on the MSEGAT website constitutes acceptance and acceptance of the modified “Terms of Use”. The account holder must stop using the service if he or she does not agree to any changes to the terms of use
- “Terms of use” will be available in both Arabic and English. In the event of any inconsistency or inconsistency between the English “Terms of Use” and the terms of use available in Arabic, the Arabic version shall prevail.

Prohibitions / Contraventions :

- You must accept the Terms and expressly agree that you will not use the Site, the Software or the Services for free by any of the following:
 1. Do not misuse MSEGAT in any way
 2. The application shall not be used for criminal or civil liability under the laws and regulations of the Kingdom of Saudi Arabia
 3. Not to send, post or transmit any unlawful content, including content that includes racial discrimination, defamatory, harassing, insulting, obscene, immoral or any other content that affects religion, Islamic law, regulations, or public policy in the Kingdom of Saudi Arabia
 4. Do not use the MSEGAT site to upload any content that contains viruses, files, programs or tools that cause harm or hinder the work of the site
 5. Engage in inappropriate behavior, including:
 - Use the Website, the Software or the Services in any manner that violates any applicable local, national or international laws or regulations.

- Harassment, abuse, stalking, threatening, defamatory, or violating the rights of others (including the standard and proprietary publicity).

6. Misrepresentation or impersonation of any person or entity, including, but not limited to, any MSEGAT personnel

7. Participate in illegal, fraudulent, or deceptive business practices

8. Sending harmful content, including to minors, in any way

9. Send content that may be considered spam, unauthorized, promoted, junk mail, pyramid schemes, serial messages or any other form of solicitation or non-compliance with applicable privacy and communication laws.

10. Send content as a commercial message without pre-selling

11. Sending advertising messages, without being requested by the recipient and / or not complying with the laws applicable in the field of direct marketing and mobile.

12. Cause damage or disturbance, including:

- Submission or attempt to provide viruses or other code, files or other harmful computer software that interrupts, destroys or limits the functionality of the site, software or services

- Attempt to penetrate, destroy, disable, disable or disable servers or networks, disable, disable or disable the proper operation of the Site, the Software or the Services, including but not limited to any reprogramming, decoding and tampering

- Participate in any activity by knowing or encouraging harm or damage of any kind against MSEGAT, or any group or individual

- Alter, modify, translate, adapt, disassemble, de-compile or reverse engineer any software or scripts used by MSEGAT in connection with the Site, Software or Services

- Reduces in any way the quality of the performance of the website or services or conflicts with its functionality

- Failure to comply or not comply with any requirements, procedures, policies or regulations of the Site, Software or Services

13. Unauthorized access, including:

- Attempting unauthorized access to MSEGAT computer network or to any user's accounts

- Use of technology or other means to access unauthorized content or non-public places

14. Conduct unlawful and criminal conduct, including:

- Participation in conduct that would constitute a criminal offense, or encourage others to engage in such conduct or would violate applicable laws and regulations

- Use the Website, the Software or the Services in any way that constitutes or violates any law or regulation, and specifically agrees to comply with all applicable laws regarding the transfer of data from the jurisdiction governing your activities
- Misuse of the Website, Software or Service for Illegal or Unauthorized Use.
- It is prohibited to send any message to random or sequential numbers or without the consent of their owners to receive the message or you will be subject to CITC regulations and your account will be immediately suspended without any notice or compensation.
- If a message is sent and stopped by the main service provider because it contains obscene words, ad wording, an invitation to call suspicious numbers, a recommendation or any text that is contrary to the laws of the Communications Authority, the message will be suspended and the owner will not be compensated. Messages of your service provider.
- The subscriber should not send abusive messages, such as those containing obscene words, threatening or attacking people or entities, or containing 700 service numbers, short codes or SPAM messages without the owner's knowledge or sending fake messages such as investment or trading messages or sending any other messages In violation of the requirements of the Communications and Information Technology Commission in the Kingdom of Saudi Arabia, noting that all entry data are registered and will be provided to the competent authorities in case of request.
- The second party is not permitted to sell messages to any other licensee or intermediary related to the subject of the contract, in accordance with the regulations in force at the Communications and Space Technology Commission, and the regulations for providing short message services (SMS).

PAYMENT SERVICES :

- MSEGAT on behalf of the user may provide the payment, visa or MasterCard with their information at the request of the account holder after completion of registration.
- The User acknowledges that the activation of the Credit Card and / or Visa / MasterCard Payment Services account will be the sole responsibility of the account owner. If he does not wish to remain active, the responsibility

for cancellation also falls upon him. To refute doubts, SADAD and / or Visa / MasterCard credit cards are third party services.

- Once the SADAD account is used and / or the MasterCard / Visa Credit Card payment services are used, the user agrees to be bound by the terms of the SADAD Credit Card and / or VISA / VISA credit card as described in the terms of use displayed upon activation of the service. If modified or modified, a new copy will be published in the application. The amendments shall take effect from the date of publication.

- If the user refuses to make any changes to the SADAD account and / or the terms of payment with the Visa / MasterCard credit card, he / she must cancel the activation of the SADAD account and / or the MasterCard / Visa credit card payment service and do not continue to use the SADAD / / VISA / MasterCard account Credit card payment services in its own store

- MSEGAT are entitled to activate the bank transfer service once they have subscribed to the service and at the request of the account holder, using their information.

- The user has full responsibility in managing the bank transfer services as account owner and activating and maintaining the correct bank account information for his / her account. The account holder is responsible for activating or canceling the account. Payments by bank transfer are the sole responsibility of the account holder. MSEGAT is not liable for any loss or damage resulting from the failure of the account holder to maintain and manage the bank transfer payments.

- MSEGAT.COM has the right to terminate the account of any user who fails or fails to pay the required dues and is registered with the register of the shipping orders, contracts or technical support tickets or through the recorded calls with the accountants until the payment is made. The Corporation has the right to refer to the concerned parties to claim their rights So

REFUNDS AND CANCELLATIONS:

- The credit is valid for only one year from the date of recharging the account. The balance of the balance may be withdrawn at any time after its expiry without reference to the customer or his notice
- Upon request sent to support@MSEGAT.com, MSEGAT refunds the balance of the unused customer you have paid. These requests should include your name, client name, e-mail address, and the reason for the refund. The

application must be submitted within 7 days after the purchase of the service, and the applications will not be accepted after more than 7 working days. MSEGAT must process refund requests within 30 business days.

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- We will deduct 10% of the return amount as processing fee.
- The amount will be refunded using the payment method you used to purchase the balance, unless MSEGAT and the customer agree otherwise. For example, if credit card payments are made, MSEGAT must return the amount of your unused balance to the credit card used to purchase the credit. No refund may be made to third parties.
- If Customer's account terminates due to non-use of the Services, MSEGAT will not refund any unused balance on that Customer's account.
- The user can cancel his account at any time by e-mail support@msegat.com and then follow the specific instructions indicated in the mail message from MSEGAT.
- When either party cancels services for any reason:
 1. MSEGAT will stop providing the service to the user and will no longer be able to access his account.
 2. The user does not have the right to refund any fees, unless stated otherwise in the "Terms of Use".
 3. Any outstanding balance due to your use of the Services by the date of such termination will immediately become payable and the User's Website Services will be immediately suspended.
- If the expiry date is due and there is a fee not paid by the user, one final invoice will be sent via e-mail. Once the bill is paid in full, the user will not be charged again.
- The validity of the messages archiving is 30 days, we will keep a copy in case of request from customer or government authorities
- MSEGAT reserves the right to modify or terminate the Services to the User or his account for any reason at any time without notice.
- Fraud: MSEGAT are entitled to suspend or terminate your account if they suspect you are involved in an embezzlement activity in connection with the Service and take any other action if necessary

COPYRIGHTS:

All contents of this site, including trademarks, intellectual property rights, text, graphic designs, logos and other content, are owned by MSEGAT.COM and are protected under copyright laws in the Kingdom of Saudi Arabia.

CUSTOMER / USER OBLIGATIONS / YOU :

- The Customer shall treat (User ID, password and any other security information) confidential and shall not disclose it to any third party.
- The customer must inform MSEGAT via this e-mail support@MSEGAT.com if they suspect or suspect that someone else knows their user ID or password.
- In the event of a disagreement about the service, the customer is not entitled to defame or harm MSEGAT.COM or any of its employees in any way and is entitled to arbitration in this case. If the solution is not satisfactory to the parties, it is entitled to resort to the competent official bodies only.
- The customer or user alone is responsible for ensuring that its use of the Website, Software and Services complies with all applicable laws. MSEGAT will not be responsible for its non-compliance.
- The customer's responsibility to ensure that all persons accessing the Website, Software and Services through its Internet connection are aware of and abide by these Terms.
- You are responsible for your computer, software, and platform for accessing your website, programs, and services. You must use antivirus software.
- You are aware of what is stated in the Privacy Policy document, and you agree to follow it on a regular basis and it is an integral part of the "Terms of Use Agreement". If there is an objection or inquiry regarding the terms of this agreement, please contact us.
- You should not misuse the Website, Programs and Services by intentionally entering viruses, Trojans, or other materials. You should not attempt unauthorized access to the Website, the Software or Services, or the server on which the Website or Software is stored or any server, computer or database linked to the Website and the Software. You should not attack the Web site and software by denial-of-service attack or denial-of-service attack. By breaching this provision, a criminal offense will be committed. MSEGAT will immediately report such disclosures to the parties and disclose their identity to them, and your right to use the Website, the Software or the Services will be terminated immediately.

LIMITS OF LIABILITY :

- The User agrees and understands that MSEGAT shall not be liable for any direct, indirect, incidental, special, consequential or consequential damages, including but not limited to, damages for loss of profit, reputation, use, data or other intangible losses resulting from the use of Service or inability to use.
- IN NO EVENT SHALL MSEGAT AND ITS DISTRIBUTORS BE LIABLE FOR LOSS OF PROFITS OR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THESE SERVICES OR TERMS OF USE (INCLUDING NEGLIGENCE). The User agrees to indemnify and protect the Protectors, affiliates, licensors, officers, directors, agents, employees or suppliers not affected by any claim or request including attorneys' fees provided by any third party for or arising out of the User's breach of the terms Such use or the documentation it contains by reference, or violation of any law or public rights.
- The account holder bears full responsibility for the use. "AS IS" AND "AS AVAILABLE" ARE PROVIDED WITHOUT WARRANTY, CONDITION, EXPRESS OR IMPLIED OR STATUTORY.
- MSEGAT does not guarantee that the service will be uninterrupted, timely, secure, or error-free.
- MSEGAT does not warrant that the results of using the service will be accurate or static.
- MSEGAT is not responsible for the content of the messages sent and the subscriber is solely responsible for the content of the messages.
- The site is not responsible for the delay or loss of messages due to the misuse of the service by the subscriber or because of the prohibition by the sending centers, wrong numbers, lack of coverage of the future mobile network of the message, defect in the system of the future service provider, does not have sufficient memory to receive messages, or the sender's name is prohibited or any reason beyond the validity of the MSEGAT site.

DISCLAIMER OF MSEGAT WEBSITE AND THE COMPANY:

- "MSEGAT" trademark or any of our employees shall not be liable for any legal, punitive, or moral liability or to provide any other damages to users who misuse our services. Physical or moral damage that may be reflected on the site. MSEGAT.COM is entitled to indemnify users for appropriate compensation for physical or moral damage that may be reflected on the Site.

- “MSEGAT” trademark shall not be liable for any direct or indirect damage caused to any users in connection with its participation in the Site either for not reading this Agreement, for misunderstanding or for not being familiar with the manner of use.
- “MSEGAT” trademark shall not be responsible for any errors in the transmission of messages, whether due to errors in the registration of data by the subscriber or by the contracted parties, to send messages for any technical or technical faults outside the responsibility of the site.
- MSEGAT shall not be responsible for any direct or indirect damages, liabilities or losses.
- “MSEGAT” trademark is not responsible for indemnifying any customer, user or others in any way.
- “MSEGAT” trademark does not have any guarantees regarding the services provided
- The dispute jurisdiction authority is the courts and tribunals of the Kingdom of Saudi Arabia.
- Questions about the Terms of Use can be sent to support@msegat.com

Must comply with the requirements of CITC Regulations as per the annex - [Click here](#)

Privacy Policy

Introduction:

At MSEGAT, we do everything we can to protect your data and give you complete control over your personal data on our platform. Our goal is for you to always feel heard, valued, and secure about protecting your privacy.

As a Cloud Communications Platform as a Service (CPaaS), we process personal data in order to provide our services efficiently. This Privacy Statement includes information about what data we collect, why we collect it, and how we handle that data.

MSEGAT ("we", "us", "our") operates the <https://www.msegat.com> website (the "Service"). This page explains our policies regarding the collection, use, and disclosure of personal data when you use the Service and the choices you have associated with that data.

By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy shall have the same meanings as in our Terms and Conditions, accessible from <https://www.msegat.com>

Clause 1:

Privacy and Confidentiality of Information

T2 Business Research and Development Company ("T2") values your concerns regarding the privacy of your data. This Privacy Policy ("Policy") has been prepared to help you understand the types of data we collect when you visit our website ("Platform"). It aims to clarify how we collect and use your personal data, in accordance with the applicable personal data protection regulations and the Communications, Space, and Technology Commission (CST) in Saudi Arabia.

In our commitment to safeguarding user data and information, T2 ensures the confidentiality and privacy of such data, using it solely to deliver the requested services ("Services") in compliance with the prevailing terms and conditions in Saudi Arabia.

By agreeing to this Policy, you consent to providing us with complete and accurate information that may be required for facilitating future "communication" and enabling access to part or all of the "Services" authorized by the CST under applicable licenses, permissions, and regulations. Unless otherwise notified, you agree to receive promotional and marketing materials, important account information, or updates about services, products, or applications in compliance with applicable laws.

By accessing or using this website, its services, or by providing information to the company through any of its channels, you agree to the terms outlined in this Privacy Policy.

Clause 2:

Data to Be Collected and Purpose of Collection

1. Data Required for Registration: Personal details such as name, email address, phone number, date of birth, nationality, and gender.
2. Data for Service Usage: Usage details such as cookies and other browsing data collected through websites or mobile applications.
3. Data Exchanged During Communication: Information shared during customer support interactions or feedback sessions.
4. Any other data you may upload to the Platform to use the Service, including, but not limited to, collections, links, attachments, etc.
5. Will log and store user's data, device information, OS type. Protocol type and IP address once the user logs in to the portal linked with date and time

We may also collect information about how you access and use the Service ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Clause 3:

Purpose of Collecting Personal Data

To provide the highest level of service and products, we collect and use your personal data for the following purposes:

- Enhancing, developing, or marketing our products and services.
- Supporting and maintaining our operations and systems to ensure service quality and continuity.
- Understanding customer needs, assessing eligibility for products and services, and recommending suitable offerings.
- Informing users about new products and services.

- Addressing user inquiries, suggestions, or complaints.

Clause 4:

Methods of Data Collection

Personal data may be collected in various ways, including:

- Data provided directly by the user through registration on the website.
- Data gathered through (cookies) while browsing the website.
- Products and Services: Through your use of the products and services we offer.
- Direct interactions: When you communicate with us directly, whether by phone, email, or through any other means of communication.
- Social media interactions: Through your interaction with our accounts on social media platforms.
- Browsing: When you visit and interact with our website.
- Web surveys: Through your participation in surveys or questionnaires that we conduct.
- Communications network: Through data collected while you use our network or communication services provided.

T2 uses approved data anonymization and encryption technologies to ensure a high level of protection and minimize unauthorized access risks, in accordance with the National Cybersecurity Authority (NCA) guidelines.

Clause 5:

Storage and Destruction of Personal Data

Personal data is stored on servers located within Saudi Arabia, secured by state-of-the-art technologies compliant with the National Cybersecurity Authority's policies and international standards. When no longer needed, data is securely destroyed in accordance with T2's policies and relevant regulations, ensuring it cannot be retrieved.

Clause 6:

Legal Basis for Collecting and Processing Personal Data

1. Contractual: To fulfill service obligations.
2. Legitimate Interest: For activities such as marketing, fraud prevention, and ensuring network security.
3. Consent: Processing based on user consent, particularly for marketing communications, which can be withdrawn at any time.
4. Legal Compliance: To meet governmental requirements, including national security and public health protection.
5. Public Interest: Processing required by public authorities or for public benefit purposes, such as awareness campaigns by government entities.

Examples of cookies we use:

We use cookies and similar tracking technologies to track the activity on our Services and hold certain information to improve your experience.

Cookies are files with small amounts of data, which may include an anonymous unique identifier. These are sent to your browser from a website and stored on your device.

The tracking technologies we use include beacons, tags, and scripts to collect, track, and analyze information, which helps us improve our Services.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, please note that if you do not accept cookies, you may not be able to access or fully use some portions of our Services.

- Session Cookies: We use session cookies to operate our Service.
- Preference Cookies: We use preference cookies to remember your preferences and various settings.
- Security Cookies: We use security cookies for security purposes

Data collection and processing occur based on the voluntary consent of the data owner, which may be withdrawn at any time, barring other legal bases. For withdrawal, users may contact T2's technical support mentioned in clause number 9.

T2 strictly does not transfer personal data outside the Kingdom of Saudi Arabia. All data processing activities are conducted within the Kingdom in compliance with local laws and regulations.

- Email; support@msegat.com
- Phone : +9200333339

Use of Data:

MSEGAT uses the collected data for various purposes:

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the use of the Service
- To detect, prevent, and address technical issues

Data Transfer:

If you are located outside the Saudi Kingdom of Saudi Arabia and choose to provide information to us, please note that we transfer the data, including personal data, to the Kingdom of Saudi Arabia and process it there.

Your consent to this Privacy Policy followed by your submission of such information constitutes your agreement to such transfer.

MSEGAT will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

Your personal data will not be transferred to any organization or country unless there are adequate controls in place to ensure data protection and with your consent, including ensuring the security of the data and other personal information.

Except where strictly necessary to preserve the life, health, or vital interests of an individual or to prevent, investigate, or treat infection, MSEGAT may not transfer personal data outside Kingdom of Saudi Arabia or disclose it to a party outside Kingdom of Saudi Arabia, unless this is in compliance with an obligation under an agreement to which Saudi Arabia is a party or in the interests of Kingdom of Saudi Arabia.

Disclosure of Data:

MSEGAT may disclose your personal data in the good faith belief that such action is necessary to:

- Comply with a legal obligation: Meet applicable legal or regulatory requirements.
- Protect and defend the rights or property of MSEGAT to ensure that our legal rights and interests are protected.
- Prevent or investigate potential wrongdoing in connection with the Service: Take action to detect or prevent any illegal or infringing conduct.
- Protect the personal safety of users of the Service or the public: Ensure the safety of individuals using our Services or any other person.
- Protect against legal liability: Take steps to protect the company from potential legal issues.

MSEGAT will not disclose your personal data without your consent except under the following circumstances where the entity requesting the disclosure is a public entity, in which case the data will be shared in accordance with the controls and procedures stipulated in the Personal Data Protection Law in force in the Kingdom of Saudi Arabia:

- For security purposes
- To enforce another law
- To meet judicial requirements
- To protect public health or safety
- To protect the life or health of an individual

Data Retention:

With MSEGAT's commitment to all relevant regulations and decisions aimed at protecting user information and data, the site retains information for the period it deems appropriate to achieve the purpose for which it was collected.

Data Security:

The security of your data is a top priority for us. However, we must draw your attention to the fact that no method of transmission over the Internet or method of electronic storage guarantees 100% complete security. Although we strive to use commercially recognized methods to protect your personal data, we cannot guarantee its absolute security.

We at MSEGAT are committed to maintaining the confidentiality of the information provided by our users, and we take all necessary measures to protect it. However, in the event that the account is used by a third party based on the user's desire, or in the event that the account is hacked due to a weak password or for any other reason, the site disclaims any responsibility for any damages or consequences that may result from that, and accordingly, we

recommend that our users take the necessary precautions to protect their account information, including choosing strong passwords and changing them regularly, to ensure the safety of their personal data.

MSEGAT always maintains the privacy and confidentiality of all personal data collected. This data may only be disclosed or shared when in accordance with the law or required by law or when we believe that such action is necessary or desirable to provide products, services or technical support and in accordance with the legal basis for processing your personal data.

Analytics:

We may use third-party service providers to monitor and analyze the use of our Services.

- Analytics:

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You may opt out of having your activity on the Service made available to Google Analytics by installing the Google Analytics Opt-Out Browser Add-on. The add-on prevents Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about your visits' activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page:
<https://policies.google.com/privacy?hl=en>

Links to Other Sites:

Our Service may contain links to other sites that are not operated by us or under our control. If you click on a third-party link, you will be directed to that third-party site. We strongly advise you to review the privacy policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Service Providers:

We may employ third-party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services, or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only for the purposes of performing the tasks assigned to them on our behalf. These parties are legally obligated not to disclose or use that data for any purpose other than the specific purpose for which they were granted access.

Children's Privacy:

Our Services are not directed to anyone under the age of 18 ("Children"). We are committed to not collecting personally identifiable information from anyone under the age of 18.

If you are a parent or legal guardian and you become aware that your children have provided us with personal information, please contact us immediately. If we become aware that we have collected personal information from children without obtaining parental consent, we will take the necessary steps to remove that information from our servers.

We take the protection of children's privacy seriously and strive to ensure compliance with all applicable laws and regulations.

User Rights:

As our customer, you have the right to be informed of the purpose and type of personal data held by MSEGAT about you and you have the right to access this data and request that it be corrected, completed, or updated and obtain a copy of it. You also have the right to withdraw your consent to the processing of your personal data at any time in accordance with the relevant laws, legislation, and regulations unless there are any legal, regulatory or judicial restrictions that prevent this.

Please note that the provision of personal data is a prerequisite to the contract. Therefore, failure to complete the collection of personal data as required will affect the provision of the requested services. It may also include termination of the requested services.

Clause 7:

Rights of the Data Subject

- **Right to Information:** To understand data collection methods, processing purposes, and storage protocols. The data subject has the right to know the methods of data collection, the legal basis for collecting and processing it, how it is processed, stored, and destroyed, and with whom it will be shared. Details are provided in this Privacy Policy or can be obtained by contacting us via the information in Clause 9.

- **Right to Access Personal Data:** Request a free copy of personal data within 30 working days by contacting the email provided in Clause 9.

- **Right to Correct Personal Data:** Request corrections to inaccurate or incomplete data, reviewed within 30 working days.

- **Right to Deletion:** Request deletion of personal data unless subject to legal or contractual retention requirements.
- **Right to Withdraw Consent:** Withdraw consent for data processing unless overriding legitimate purposes exist.

Certain requests, such as deletion or withdrawal, may be restricted due to legal or regulatory obligations.

T2 is committed to responding to all personal data rights requests within 30 business days from the date of receipt, in compliance with applicable laws.

Clause 8:

Sharing/Exchanging Personal Data

Personal data will not be shared without prior consent or legal justification, except in specific circumstances such as:

- Security purposes.
- Legal compliance.
- Meeting judicial requirements.
- Protecting public health or safety.
- Protecting an individual's life or health.

In such cases, data sharing adheres to Saudi Arabia's Personal Data Protection Law.

Clause 9:

Exercising the Rights of the Data Subject

To request access, rectification, or deletion of personal data, please contact:

- Email: support@msegat.com
- Phone: +920033339

Clause 10:

Complaints and Inquiries

For any complaints or inquiries related to the Privacy Policy or the handling of personal data, please contact the website management via:

- Email: support@msegat.com
- Phone: +920033339

Clause 11:

Updates to the Privacy Policy

T2 adopts strict and approved internal policies to ensure the protection of personal data, subject to regular audits by regulatory authorities to ensure full compliance.

To ensure continued service quality and user protection, this Policy may be updated as necessary. Updates will reflect legal changes and will be available here. We recommend periodic reviews.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

By Email

- support@msegat.com

Last updated: April 16, 2025

Returns Policy

- The balance is valid for only one year from the date of charging the account, and MSEGAT shall have the right to withdraw the balance at any time after its expiration without referring to the customer or notifying it.

- The request shall be sent to support@MSEGAT.com.

- MSEGAT shall withdraw the unused balance or license in the account

- These requests shall include the following

1. Name
2. Name of the Entity
3. Address of the Entity
4. Mobile Number
5. Email Address
6. IBAN/ Bank Account Number
7. A copy of the Invoice
8. The reason for the Refund.

- The refund request shall be submitted within a period not exceeding 7 days from the date of purchasing the service. No refund requests will be accepted after this period has expired. **MSEGAT will process refund requests within 14 days from the date of submitting the request.**

- For the refund request to be accepted, the balance or license shall not have been used or benefited from..
- The amount will be refunded after verifying the withdrawal of the balance, and then the amount will be transferred to your account. Note that the refund process may take up to 14 business days depending on the customer's bank.
- The amount will be refunded using the payment method you used to purchase the balance, unless MSEGAT and the customer agree otherwise. For example, if payment was made by credit card, MSEGAT shall reverse the amount of your unused balance to the credit card used to purchase the balance. Refunds shall not be made to third parties.
- A 15% balance return commission will be applied and deducted from the customer's remaining balance.
- In the event that the customer's account is terminated due to non-use of the services or inappropriate use, MSEGAT will not refund any unused balance remaining on that customer's account.

- The user can cancel his account at any time by emailing support@msegat.com and then following the specific instructions indicated in the email from MSEGAT.

- When either party cancels the Services for any reason:

1. MSEGAT will cease to provide the User with the Services, and the User will no longer be able to access his/ her account.

2. The User shall have no right to a refund of any fees unless otherwise stated in the Terms of Use.

3. Any balance due to MSEGAT because of your use of the Services through the date of such termination will immediately become due and payable in full and the User's Site Services will be immediately suspended.

- If the Service Termination Date comes and there are unpaid fees by the User, a single final invoice will be sent via email. After the invoice is paid in full, the User will not be charged again.

- The validity period for keeping the message archive is 30 days, noting that a copy shall be kept if requested by the Customer or if requested by the competent authorities.

- MSEGAT reserves the full right to modify or terminate the Services for the User or his/ her account for any reason at any time and without notice.

- MSEGAT shall have the right to suspend or terminate the Account if they suspect you of engaging in embezzlement or similar activities in relation to the Service and to take any other action if necessary without the right to refund the balances.

- MSEGAT shall have the right to suspend or terminate the account if it suspects any use that violates the usage regulations or the regulations of the legislative and regulatory bodies without referring to or notifying the customer, and the balances shall not be refunded.

- The balances of campaigns that violate the regulations of the legislative and regulatory bodies shall not be refunded.

- Any balances of messages that did not reach the end users due to the operators or other parties shall not be refunded

- The balances shall not be refunded if the messages did not reach due to the blocking of the promotional messages service by the end-user

- In the event of the recovery of the sender name license, the refund requests shall be considered only in the event of the rejection of the registration of the sender name. The customer shall submit the refund request within a maximum period of 7 days from the date of receiving the rejection message from the operator of the sender name system. The customer shall not claim any refund if the service was activated after approval.