

Privacy Policy

This Privacy Policy applies to all websites and web applications which link to this policy and are published by Frontier MEA Limited (Frontier) and its affiliated businesses.

If you wish to amend any of the personal information that we hold about you, you can do so at any time through your account.

If you have any queries about how we use your personal information, please contact us on enquiries@frontiermea.com

Information we collect

This section details the information we may collect about you. We explain why, and how, we use it in later sections.

Account information

If you decide to register for one of our weekly briefs, or enquire about or purchase a subscription to our services, we'll ask you to provide us with some specific information, for example:

- Basic personal details, such as your name
- Personal contact details, such as your email address or phone number;
- Work details – such as job title, company name, company address, work email address and office phone number;
- Log in details – such as username and password preferences;
- Payment details – such as your bank account and card details, if relevant
- Additional information

Information we obtain through cookies and similar tools

We may track your usage on our Sites to collect information about the content that you access. This information can be used to improve the performance of the site, make our content more relevant and enhance your experience.

We also track when you click or read one of our newsletters, for example our Daily Brief emails. This enables us to see which content is most relevant to our subscribers.

We do not use cookies or any other tools to display specific advertising to you on our Sites. Your personal information is not used to provide targeted advertising that is specific to a certain user.

Lawful basis for processing

We only process personal information where we have a lawful basis for doing so, such as the following:

User consent – This is where you have given us explicit permission to use personal information for a given purpose. For example, if you register for one of our free weekly brief emails, we would ask for your consent if we wanted to use your personal information for any other purpose. You have the right to withdraw this consent at any time.

Legitimate business purposes – This is where we have a legitimate interest, as a business, to process personal information. For example, where we are aware of copyright infringements on our Site, it is in our legitimate interests as a business to identify those responsible. We take due care to balance our interests against your right to privacy.

Contractual necessity – This is where we have to process personal information to meet our contractual obligations. For example, if you are a subscriber, we would need to process your email address in order to create your online account.

Legal obligation – This is where we have to process personal information in order to comply with the law. For example, we process and retain customer invoice information to comply with financial regulations.

How we use your personal information

We collect personal information for the following main reasons:

- To provide our subscription service – We require some of your basic personal information so our services function to the required standards, for example, providing access to our digital content and dealing with customer services queries. We do not record customer calls for monitoring and training purposes.
- To improve and maintain performance – In order to provide you with the best possible user experience, we need to make sure that our products and services work as they should. Using personal information helps us understand how our readers use our Sites so we can make improvements.
- To bill our customers. Along with our authorised payment processors, we securely process your payment information to take payments, give refunds and to detect and prevent fraudulent activity. We will also update your payment information in the event that a payment is unsuccessful. You can manage your payment information at any time by contacting customer services on enquiries@frontiermea.com
- To monitor compliance with our policies and terms. We monitor for breaches of our terms and conditions and copyright policies. For example, we reserve the right to inform the subscription holder if you are using our content in breach of the terms and conditions or copyright policies of our Sites. We also monitor activity on our Sites to detect and prevent invalid or fraudulent traffic.
- To communicate product changes and offers – we want you to get the most out of our products and services, including showcasing our latest content and newsletters. We may contact you with information about subscription offers, new Frontier products and services, or relevant events held by Frontier or carefully-selected event partners.

Who we share your personal information with

We do not disclose or sell your information to any third parties.

Legal processes and successors in title – We may also disclose your information to comply with applicable laws, court orders or other valid legal processes, and to enforce or apply our terms of use, any subscription agreement, or any of our other rights.

We may transfer or disclose your personal information to any entity which takes over or acquires Frontier or any of its products.

How long we retain your personal information

We retain the majority of your personal information for as long as your account is active and therefore open; this allows you to continue accessing our content, products and services.

If you become inactive and are not a subscriber, we may delete elements of the information associated with your account. We will warn you if your access is going to be withdrawn and give you the opportunity to retain your account.

If there is a statutory requirement to retain it;

If we require the information for legal reasons or there is a legitimate business need for us to retain it;

To ensure we do not contact you if you have asked us not to.

How we keep your personal information secure

We have appropriate technical and administrative security measures in place to help ensure that our users' information is protected against unauthorised or accidental access, use, alteration, or loss.

Your rights

Under data protection laws, you have rights as an individual in relation to the personal data we hold about you. These rights include:

The right to object to direct marketing – your preferences, including in relation to direct marketing, can be found in your account;

The right to access the personal data that we process about you;

The right to request the deletion of your personal data;

The right to request the rectification of your personal data – you can manage some of this information in your account.

You can exercise these rights through your account or by contacting customer services.

Where this Privacy Policy applies

Personal information is collected by Frontier MEA Ltd and its affiliate companies as detailed in the list below

Our Sites are not intended for children. We do not intentionally collect or use any information from children.

Our Sites contain links to third party websites which are not subject to this privacy policy. We are not responsible for their content, use of personal information, or security practices.

If you have a query in regards to the processing of your personal information, please contact us on enquiries@frontiermea.com

The registered offices of our different businesses are as follows:

Frontier MEA Ltd
International House, 24 Holborn Viaduct, London, EC1A 2BN, United Kingdom

Frontier Myanmar Research Ltd
Office 1007, Tower B, Pearl Condo, Bahan Township, Yangon, Myanmar

Frontier Egypt LLC
Office 50, 39 Qasr el-Nil Street, Downtown, Cairo, Egypt

Changes to this Privacy Policy

This policy is effective from 18/05/2018.

Any changes we may make to this privacy policy will be posted on this page. If changes are significant, we may choose to notify you by email or to clearly indicate on our home page that the policy has been updated.