



AR



Sadeed Arabia for Marine Engineering and Maintenance Co.

Privacy

SM-SOS Legal Framework

The unified legal, compliance, and security framework governing the SM-SOS Smart Maritime Operating System.

This document defines how SM-SOS protects data, ensures regulatory compliance, and maintains operational trust across all deployments and environments.

Document Reference: SM-SOS Legal Framework v3.0

Issued by: Sadeed Arabia Marine Engineering & Maintenance

Applies to: SM-SOS Smart Maritime Operating System

Version: 3.0

Last Updated: June 2026

Effective Date: June 2026

Privacy Policy

This Privacy Policy explains how Sadeed Arabia collects, processes, stores, and protects personal and operational data within SM-SOS.

Compliance Framework

- Saudi Personal Data Protection Law (PDPL)
- General Data Protection Regulation (GDPR)
- California Consumer Privacy Act (CCPA)
- ISO 27001 Information Security Standard
- SOC 2 Type II Controls
- NIST Cybersecurity Framework

Data Categories

- Identity data including name, email, phone number, and organization
- Authentication data including encrypted credentials and access tokens
- Operational data including diagnostics, logs, incidents, and maintenance activity
- Technical data including IP address, device information, timestamps, and usage metadata
- Usage analytics and system interaction data

Data Ownership

All operational data generated through SM-SOS remains the property of the client organization. Sadeed processes this data solely for monitoring, analytics, maintenance optimization, and operational intelligence purposes.

Scope of Responsibility

SM-SOS provides system-level visibility, diagnostics, analytics, and operational decision support. Physical repairs, hardware failures, mechanical faults, and third-party equipment issues are handled outside platform responsibility unless covered by a separate service

agreement.

AR

User Rights

- Access, correction, and deletion
- Data portability
- Withdrawal of consent
- Regulatory complaint submission

Terms of Service

These Terms of Service govern access to and use of the SM-SOS platform, including its dashboards, workflows, analytics, digital models, and operational modules.

Platform Use

- SM-SOS is provided for operational, diagnostic, monitoring, and analytical use
- Unauthorized access, misuse, disruption, or reverse engineering is prohibited
- Client organizations must ensure that access remains limited to authorized personnel

Intellectual Property

All SM-SOS modules, workflows, system logic, digital models, dashboards, user interface elements, documentation, and related platform components remain the exclusive property of Sadeed Arabia.

Limitation of Liability

SM-SOS is provided on an operational support basis. Sadeed is not liable for misuse, unauthorized configuration, third-party integrations, or operational execution performed outside the platform scope.

Cookies Policy

SM-SOS may use cookies and similar technologies to support secure sessions, user preferences, system performance, and operational analytics.

Cookie Usage

- Authentication and secure session management
- User preferences and interface settings
- Performance monitoring and platform analytics

No Advertising Cookies

SM-SOS does not use advertising cookies beyond what is required for platform operation, security, and performance measurement.

Data Processing Agreement

This Data Processing Agreement defines the processing relationship between the client organization and Sadeed Arabia in relation to personal and operational data handled through SM-SOS.

Roles

- **Controller:** The client organization
- **Processor:** Sadeed Arabia through SM-SOS

Processor Obligations

- Process data under documented instructions
- Apply industry-grade security controls
- Ensure confidentiality of authorized personnel
- Support audits, compliance reviews, and data protection requests

Sub-Processors

Where external infrastructure or service providers are used, Sadeed applies reasonable security, contractual, and compliance controls to protect client data.

Service Level Agreement

This Service Level Agreement defines the expected service availability, support response targets, and operational support commitments for SM-SOS.

Availability

SM-SOS targets a **99.5% monthly uptime commitment** for core platform services, excluding scheduled maintenance, external network failures, and third-party outages.

Support Response Times

- Critical issues: under 2 hours
- High priority issues: under 6 hours
- Standard support cases: under 24 hours

Maintenance Windows

Scheduled maintenance will be communicated in advance where possible, with the objective of minimizing disruption to operational continuity.

Security Statement

SM-SOS is designed with a security-first approach to protect operational data, system integrity, access control, and platform availability.

Security Controls

- Encryption in transit and at rest
- Role-based access control
- Zero-Trust security principles
- Threat monitoring and system logging
- Network segmentation and access restriction
- Secure development lifecycle practices

Compliance & Certifications

SM-SOS is structured to align with recognized data protection, cybersecurity, and operational governance frameworks.

Reference Frameworks

- Saudi Personal Data Protection Law (PDPL)
- General Data Protection Regulation (GDPR)
- ISO 27001
- SOC 2 Type II
- NIST Cybersecurity Framework
- OWASP secure coding standards

Data Governance & Retention

SM-SOS applies structured data governance principles to support retention, auditability, operational traceability, and secure data lifecycle management.

Retention Principles

- Operational data is retained securely unless deletion is requested
- User data is retained until account removal or deletion request
- System logs are maintained for compliance, audit, and security purposes
- Encrypted backups are managed through controlled rotation policies

© 2026 Sadeed Arabia Marine Engineering & Maintenance Co. All rights reserved. This document is confidential and intended for authorized use only.



© 2026 Sadeed Arabia. All rights reserved.
[Privacy Policy](#) →