

Petrolife Platform Terms and Conditions

Introduction .1

Welcome to the Petrolife Platform ("Platform"), a digital platform specialized in managing fuel supply operations and related services for fleets, businesses, and individuals by connecting customers with approved service providers

By accessing, registering with, or using any of the Platform's services, you expressly acknowledge and agree to be bound by these Terms and Conditions. These Terms constitute a legally binding electronic agreement between the User and Petrolife in accordance with the applicable laws and regulations of the Kingdom of Saudi Arabia

Definitions .2

Petrolife: The Petrolife digital platform, including all associated applications, websites, and digital services

User: Any natural or legal person (including companies, establishments, government entities, or individuals) using the Platform

Customer: Any individual or entity benefiting from the Platform's services

Service Provider: Any fuel station, company, or authorized entity providing fuel or operational services through the Platform

Order: Any request submitted through the Platform to obtain a service or product

Account: The electronic profile registered under the User's name within the Platform

Eligibility for Use .3

The User represents and warrants that

- They possess the legal capacity and authority to enter into contracts
- All information provided during registration is accurate and complete
- Their information will be updated whenever changes occur
- The Platform will not be used for any unlawful purpose or in violation of Saudi laws and regulations
- They accept full responsibility for all activities conducted through their Account

Account Registration .4

- .Certain Platform services require account registration
- Users are solely responsible for maintaining the confidentiality of their username and password
- .Account sharing with any third party is prohibited without Petrolife's prior approval
- Petrolife reserves the right to suspend or terminate any account if misuse is suspected or inaccurate information is provided

Platform Services .5

:Petrolife may provide, including but not limited to

- .Fuel ordering services
- .Fleet fuel consumption management and monitoring
- .Fuel reporting and analytics
- .Electronic wallet and balance management
- .Delivery and field operation services
- .Integration with fuel stations and authorized service providers
- .Any additional services introduced by the Platform in the future

Petrolife reserves the right to add, modify, suspend, or discontinue any service at any time based on operational requirements or applicable regulations

Orders and Service Fulfillment .6

- .Orders are fulfilled based on geographical and operational availability
- .Estimated arrival times are indicative only and may be affected by external factors
- .Customers must provide accurate location details and contact information
- Petrolife or the Service Provider may reject or cancel any order for operational, security, or regulatory reasons
- .Petrolife does not guarantee service availability in all locations or at all times

Pricing and Payment .7

- .All displayed prices include Value Added Tax (VAT) unless otherwise stated
- .Prices may be adjusted in response to market conditions or operational policies

- Payments must be made using the approved payment methods available on the Platform
 - .Users are responsible for ensuring sufficient funds and valid payment details
 - Petrolife reserves the right to suspend services in the event of outstanding unpaid amounts
-

Cancellation and Refunds .8

- Customers may cancel orders before service execution begins, subject to the applicable cancellation policy
 - Once service execution has commenced, refunds may be unavailable in whole or in part depending on the order status
 - Refund requests will be processed within the period specified in the Platform's Refund Policy
 - Petrolife reserves the right to deduct any applicable operational, administrative, or banking fees associated with the refund process
-

User Obligations .9

:The User agrees to

- .Refrain from misusing the Platform
 - .Not attempt to hack, disrupt, or interfere with the Platform's systems
 - .Not submit false, misleading, or unlawful information or content
 - .Comply with all applicable laws and regulations of the Kingdom of Saudi Arabia
 - .Use the services solely for lawful purposes
-

Service Provider Obligations .10

:Service Providers shall

- .Deliver services in accordance with accepted professional standards
 - .Comply with all applicable laws, regulations, and licensing requirements
 - .Maintain service quality and operational safety
 - .Keep their operational information and pricing updated
-

Intellectual Property .11

:All rights related to the Platform, including but not limited to

- Trademarks
- Logos
- Designs
- Software
- Digital Content

are the exclusive property of Petrolife or its licensors and may not be copied, reproduced, distributed, or used without prior written consent

Privacy and Data Protection .12

Petrolife is committed to protecting user information in accordance with its Privacy Policy and applicable laws and regulations in the Kingdom of Saudi Arabia

The User consents to the collection, processing, and use of their information as necessary to provide services, improve user experience, and comply with legal and regulatory requirements

Disclaimer of Liability .13

- .Services are provided based on available operational capabilities
 - Petrolife shall not be liable for delays or interruptions caused by circumstances beyond its reasonable control
 - Petrolife shall not be liable for any indirect, incidental, consequential, or special damages arising from the use of the Platform
 - .Users are solely responsible for the accuracy of the information they provide
-

Force Majeure .14

Petrolife shall not be held liable for any delay or failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to

- .Natural disasters
 - .Government actions or regulations
 - .Telecommunications failures
 - .Wars or security disturbances
 - .Interruptions of essential services
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Amendments .15

Petrolife reserves the right to amend these Terms and Conditions at any time. Updated versions will be published on the Platform's website and/or application. Continued use of the Platform after such amendments constitutes acceptance of the revised Terms

Account Suspension or Termination .16

:Petrolife may suspend or terminate an Account in the following circumstances

- .Violation of these Terms and Conditions ●
 - .Misuse of the Platform or its services ●
 - .Submission of false or misleading information ●
 - .Violation of applicable laws, regulations, or official instructions ●
-

Governing Law and Jurisdiction .17

These Terms and Conditions shall be governed by and construed in accordance with the laws and regulations of the Kingdom of Saudi Arabia

Any dispute arising out of or relating to these Terms shall be subject to the exclusive jurisdiction of the competent courts in Riyadh, Saudi Arabia, unless otherwise required by applicable law

Contact Us .18

Petrolife

Email: Info@petrolife.sa

Unified Number: 920017959

Website: www.petrolife.sa

Petrolife Privacy Policy

Petrolife ("Petrolife" or the "Platform") is committed to protecting the privacy of its users and maintaining the confidentiality and security of personal data collected or processed through its website, mobile application, and related services. This Privacy Policy explains how we collect, use, protect, and manage personal information, as well as the rights of users concerning their data

Introduction .1

By using the Petrolife Platform, you consent to the collection, use, and processing of your personal data as described in this Privacy Policy and in accordance with the applicable laws and regulations of the Kingdom of Saudi Arabia

Information We Collect .2

:We may collect the following categories of information

A. Registration and Account Information

- Full name
- Company or establishment name
- (National ID or Iqama number (where legally required
- Commercial Registration (CR) number for businesses
- Email address
- Mobile phone number
- Encrypted password

B. Vehicle and Fleet Information

- Vehicle plate numbers
- Vehicle type
- Operational and consumption data
- Authorized driver information

C. Financial Information

- Billing information
- Payments and account balances
- Electronic wallet information
- Accounting records related to services provided

D. Technical Information

- Internet Protocol (IP) address
- Device type and operating system
- Browser type
- Login and usage records
- Cookies and similar technologies

E. Location Information

When location services are enabled, Petrolife may collect geographic location data to identify nearby fuel stations or service providers and improve service quality

How We Use Information .3

:Petrolife uses collected information for the following purposes

- Creating and managing user accounts
 - Processing fuel orders and related services
 - Managing fleet operations and monitoring consumption
 - Generating invoices and operational reports
 - Providing customer support and technical assistance
 - Improving platform performance and user experience
 - Sending service-related notifications and alerts
 - Complying with legal and regulatory requirements
 - Detecting and preventing fraud, misuse, or unlawful activities
-

Sharing Information with Third Parties .4

.Petrolife does not sell users' personal information

:Information may be shared when necessary with

- Authorized service providers for order fulfillment
- Governmental or regulatory authorities where legally required
- Electronic payment service providers
- Technology partners contracted to operate, host, or maintain the Platform
- Legal advisors, auditors, or consultants when necessary

.Information is shared only to the extent required to achieve the intended purpose

Data Protection and Security .5

Petrolife implements appropriate technical and organizational measures to protect personal data, including

- Encryption of sensitive information
- Security systems and intrusion monitoring
- Access control and authorization management
- Regular data backups
- Periodic security assessments of systems and infrastructure

While Petrolife takes reasonable measures to safeguard information, no method of data transmission over the Internet can be guaranteed to be 100% secure

Cookies .6

:Petrolife uses cookies and similar technologies for the following purposes

- Remembering user preferences and settings
- Enhancing website and application performance
- Analyzing usage patterns and statistics
- Improving the user experience

Users may disable cookies through their browser settings; however, doing so may affect certain Platform functionalities

Data Retention .7

Petrolife retains personal data for the duration of the contractual or operational relationship with the user and for any additional period required by applicable legal, regulatory, accounting, or business obligations

Upon expiration of the retention period, data will be securely deleted, destroyed, anonymized, or otherwise disposed of in accordance with applicable requirements

User Rights .8

:Subject to applicable laws and regulations, users have the right to

- Access their personal information
- Request correction or updating of inaccurate information
- Request a copy of their personal data
- Request deletion of personal data where permitted by law and contractual obligations

- Object to data processing in cases permitted by applicable regulations
 - Withdraw consent for optional marketing communications
-

Marketing Communications .9

.Petrolife may send promotional offers, updates, or marketing materials to users

Users may opt out of marketing communications at any time through account settings or by
.using the unsubscribe link provided in the communication

Third-Party Links .10

.The Platform may contain links to third-party websites, applications, or services

Petrolife is not responsible for the privacy practices, content, or policies of such third parties.
Users are encouraged to review the privacy policies of those entities before using their
.services

Corporate and Fleet Privacy .11

:For corporate and institutional customers

- .Fleet data, consumption records, and operational reports shall remain confidential
 - Commercial and operational customer information will not be disclosed to
.unauthorized parties
 - Access to customer data will be restricted according to permissions defined by the
.customer
-

Changes to this Privacy Policy .12

Petrolife reserves the right to amend this Privacy Policy at any time to reflect operational,
.technological, legal, or regulatory developments

Updated versions will be published through the Platform's website or application. Continued
use of the Platform after publication of any amendments constitutes acceptance of the
.revised Privacy Policy

Confidentiality of Operational and Fleet Data .13

Petrolife is committed to maintaining the confidentiality of all customer operational and commercial information, including vehicle data, fuel consumption records, operational reports, and order histories

Such information shall not be disclosed to any third party except with the customer's consent or where disclosure is required by applicable law, regulation, court order, or governmental authority

Petrolife shall not use customer data for commercial or marketing purposes benefiting third parties without obtaining the customer's prior written consent

Contact Us .14

For inquiries regarding privacy, data protection, or the exercise of your legal rights, please contact

Petrolife

Support Email: Info@petrolife.sa

Unified Number: 920017959

Website: www.petrolife.sa

Petrolife Acceptable Use Policy

This Acceptable Use Policy ("Policy") is intended to regulate the use of the Petrolife Platform and its electronic services in a manner that ensures a secure and reliable environment for all users and service providers. By using the Platform, users acknowledge and agree to comply with this Policy and all applicable laws, regulations, and official instructions in the Kingdom of Saudi Arabia

Scope of Application .1

:This Policy applies to all users of the Petrolife Platform, including

- Companies and business establishments
 - Fleet owners and managers
 - Employees and authorized users
 - Service providers and business partners
 - Users of the Platform's website and related applications
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Permitted Use .2

The Petrolife Platform may be used solely for lawful purposes related to its services, including

- Managing fuel supply operations
 - Monitoring vehicle and fleet fuel consumption
 - Requesting services available through the Platform
 - Managing service-related wallets and account balances
 - Generating operational and administrative reports
 - Communicating with authorized service providers
 - Managing user permissions and access controls within organizations
-

Prohibited Uses .3

:Users are prohibited from using the Platform for any of the following purposes

A. Misuse of Services

- Providing false, inaccurate, or misleading information
- Creating fake, fraudulent, or unauthorized accounts
- Using another person's or entity's account without authorization

- Circumventing Platform procedures, controls, or operational processes

B. Misuse of Technical Systems

- Attempting to hack, disrupt, or interfere with the Platform or its servers
 - Accessing data, systems, or accounts without authorization
 - Uploading viruses, malware, malicious code, or harmful software
- Conducting security testing, penetration testing, or vulnerability assessments without Petrolife's prior written consent

C. Misuse of Financial Services

- Using payment methods that are not owned by or authorized for the user
 - Conducting fraudulent, suspicious, or deceptive transactions
 - Abusing promotions, discounts, rewards, or incentive programs

D. Unlawful Activities

- Using the Platform for any purpose that violates Saudi laws or regulations
 - Money laundering or financing unlawful activities
- Infringing intellectual property rights or commercial rights of third parties

Account Responsibility .4

:Users are fully responsible for

- Maintaining the confidentiality of account credentials
 - All activities conducted through their accounts
- Managing permissions granted to their employees or authorized users
 - Keeping account information accurate and up to date

Users must immediately notify Petrolife if they suspect unauthorized access to or use of their .accounts

Responsibility for Vehicle and Fleet Data .5

:Customers agree to

- Enter accurate vehicle and driver information
 - Update information whenever changes occur
- Verify the accuracy of user permissions and access rights
 - Regularly review reports and operational activities

Petrolife shall not be liable for damages resulting from inaccurate, incomplete, or outdated information provided by the customer

Data Protection and Privacy .6

:Users shall not

- Access or attempt to obtain data belonging to other customers
- Share or publish operational or commercial information without proper authorization
- Use data obtained through the Platform for unauthorized purposes

.Petrolife is committed to protecting user information in accordance with its Privacy Policy

Content and Intellectual Property .7

:All elements of the Platform, including but not limited to

- Trademarks
- Logos
- Designs
- Software
- Databases
- Textual and visual content

are the exclusive property of Petrolife or its licensors and may not be copied, modified, reproduced, distributed, exploited, or reused without prior written permission

Monitoring of Use .8

Petrolife reserves the right to monitor Platform usage and review transactions and activities for the purposes of

- Protecting systems and infrastructure
 - Ensuring service quality
 - Preventing fraud and misuse
 - Complying with legal and regulatory requirements
-

Actions in Case of Violations .9

:If a user violates this Policy, Petrolife may take one or more of the following actions

- Issue a warning or notice
 - Temporarily suspend certain services
 - Temporarily or permanently suspend or terminate the account
 - Cancel transactions or activities that violate this Policy
 - Seek compensation for damages incurred
 - Report violations to the relevant authorities where required by law
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Limitation of Liability .10

:Petrolife shall not be liable for

- Misuse of accounts by users or their employees
 - Incorrect information provided by users
 - Failures resulting from users' devices, systems, or network connections
 - Any losses arising from a user's violation of this Policy
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Amendments .11

Petrolife reserves the right to amend this Policy at any time to reflect operational, technical, .legal, or regulatory developments

Updated versions will be published through the Platform's website or application, and .continued use of the Platform constitutes acceptance of the revised Policy

Contact Information .12

:For inquiries regarding this Policy or to report misuse, please contact

Petrolife

Email: info@petrolife.sa

Unified Number: 920017959

Website: www.petrolife.sa

Management of User Permissions and .13 Responsibilities

The customer is solely responsible for managing the permissions granted to its employees
.and authorized users within the Platform

All activities performed through authorized accounts shall be deemed to have been
performed by the customer unless Petrolife has been officially notified of unauthorized
.access, misuse, or loss of authorization

Customers are required to periodically review user permissions and promptly revoke access
for employees whose employment has ended or who are no longer authorized to use the
.Platform