

Privacy Policy

Last updated: September 2026

1. Introduction

Bait Al Raqi ("we", "us", "our") operates baitalraqi.com, an online furniture and home decor store based in Riyadh, Saudi Arabia. This Privacy Policy explains what personal information we collect when you browse or order from our site, how we use it, and the choices you have.

By using our website or placing an order, you agree to the collection and use of information as described in this policy.

2. Information We Collect

- Account information: your name, email address, phone number and password (stored securely as a one-way hash, never in plain text) when you register or log in.
- Order information: shipping address, items purchased, order value and delivery preferences, needed to process and deliver your order.
- Communication data: any message you send us through our Contact page or WhatsApp, so we can respond to your enquiry.
- Technical data: standard web server logs (IP address, browser type, pages visited) used only for security and to keep the site running correctly.

3. How We Use Your Information

- To create and manage your account and process the orders you place.
- To contact you about your order - confirmations, delivery updates, and questions about an order - by email, phone or WhatsApp.
- To improve our catalog, website and customer service based on how the site is used.
- To meet our legal and accounting obligations under Saudi Arabian law.

We do not sell or rent your personal information to third parties.

4. Sharing Your Information

We share information only where necessary to fulfil your order or run our business responsibly:

- Delivery and logistics partners, to deliver your order to the address you provide.
- Payment processors (including Tabby and Tamara for installment purchases), to process payment securely - we do not store your full card details ourselves.
- Service providers who help us operate the website (such as our hosting provider), under obligations to protect your data.
- Government or regulatory authorities, only where required by Saudi Arabian law.

5. Data Retention

We retain your account and order information for as long as your account is active, and afterwards for as long as needed to meet our legal, accounting and dispute-resolution obligations, after which it is deleted or anonymized.

6. Your Rights

You may ask us at any time to:

- Access the personal information we hold about you.
- Correct inaccurate information in your account.
- Delete your account and associated personal information, subject to any records we are legally required to keep (such as completed order records).

To exercise any of these rights, contact us using the details at the end of this policy.

7. Cookies

Our website uses essential cookies to keep you logged in and to remember the contents of your shopping cart. We do not use cookies for third-party advertising.

8. Children's Privacy

Our website is intended for adults making purchases for their home. We do not knowingly collect personal information from children.

9. Changes to This Policy

We may update this Privacy Policy from time to time. The "Last updated" date at the top of this document will reflect the most recent revision. Continued use of our website after a change means you accept the updated policy.

10. Contact Us

If you have any questions about this Privacy Policy or how we handle your information, please contact us:

- Address: Manfouhah Al Jadidah, Riyadh, Saudi Arabia
- Phone / WhatsApp: +966 57 413 9401
- Website: baitalraqi.com/contact.php