

Privacy Policy

Coffeemania GCC Website – <https://coffeemaniagcc.ae>

Last updated: 28th January 2026

This Privacy Policy explains how **Twelve Stars Restaurant Co. L.L.C.** (“we”, “us”, “our”) collects, uses, discloses and protects personal data when you visit or interact with our website <https://coffeemaniagcc.ae> (the “**Website**”). It is prepared with reference to the applicable laws of the United Arab Emirates, including Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (the “**UAE PDPL**”), as amended from time to time.

By using this Website, you acknowledge that you have read and understood this Privacy Policy.

1. Data Controller

The data controller responsible for the processing of personal data via this Website is:

Twelve Stars Restaurant Co. L.L.C.
Coffeemania Restaurant at Dubai Hills Mall
Al Khail Rd, Dubai, United Arab Emirates
Phone: +971 4 448 5033
Email: gcc@coffeemania.com

If you have any questions about this Privacy Policy or our data practices, you may contact us at the above email address.

2. Personal Data We Collect

Because the Website is primarily informational (concept, menu, restaurant description and contact details), we collect limited categories of personal data, mainly through contact channels and standard web technologies.

We may collect:

Contact Information	Communication Content	Technical and Usage Data	Cookies* and Similar Technologies Data
Name, email address, phone number and any other information you choose to provide when you contact us by email or telephone (for example via gcc@coffeemania.com or dubai@coffeemania.ru).	The content of your messages, inquiries, feedback or complaints that you send to us.	IP address, browser type, device type, operating system, referring URL, pages visited, date and time of visit and similar technical data collected through server logs and standard website tools (for example analytics cookies, if implemented).	Information collected via cookies and similar technologies, to the extent used on the Website, such as analytics cookies to understand website traffic and improve user experience.

We do not intentionally collect special categories of personal data (such as health data, biometric data, political or religious views) through this Website.

** Please review our section below on “**Cookies and Similar Technologies**” for additional information regarding our use of cookies and related technologies.*

3. Legal Basis and Purposes of Processing

We process personal data for the following purposes and, where required by UAE PDPL, on the following legal bases:

Responding to Inquiries and Providing Customer Support	Operating and Improving the Website	Marketing and Communication (Limited)	Compliance and Protection
To respond to your questions, requests, booking or collaboration inquiries submitted via email or telephone.	To operate, maintain and secure the Website, diagnose technical issues, and improve content, navigation and user experience.	To communicate with you regarding our restaurant, events, promotions or news, only where you have explicitly requested such information or where allowed under applicable law.	To comply with applicable laws and regulations, respond to lawful requests from public authorities, and establish or defend legal claims.
Legal basis: performance of a contract or steps taken at your request prior to entering into a contract; and/or our legitimate interests in operating our business and providing customer service.	Legal basis: our legitimate interests in ensuring the proper functioning, security and improvement of the Website.	Legal basis: your consent (where required), or our legitimate interests in promoting our services, subject to your right to opt out.	Legal basis: compliance with legal obligations and our legitimate interests in protecting our rights, guests and business.

4. Cookies and Similar Technologies

We use cookies and similar technologies to ensure that our website operates smoothly, to improve your browsing experience, and to provide insights that help us enhance our services.

4.1. What are cookies?

Cookies are small text files placed on your device when you browse a website. They allow us to remember your preferences, understand how you interact with the website, and tailor content or features to your needs.

4.2. How we use cookies?

We use cookies for the following purposes:

Essential Cookies	Preference Cookies	Performance & Analytics Cookies	Marketing & Personalization Cookies
These cookies are required for the website to function properly.	Preference cookies store information that allows us to remember your choices – for example, your language settings or region – so you do not need to set them each time you visit.	These cookies help us understand how visitors use the site.	We may use cookies from our partners to deliver relevant advertisements or to measure the effectiveness of marketing campaigns.
They enable features such as secure access, session management, and correct operation of core pages.		We collect aggregated, anonymous data about page views, interaction patterns, loading times, and navigation flows.	These cookies also help us understand which content is most interesting for different groups of users.
Disabling these cookies may cause parts of the website to stop working.		This information allows us to diagnose issues and optimize the user experience.	
Duration			
Session / Persistent	Session / Persistent	14 days – 2 years	Persistent
Provider			
https://coffeemaniagcc.ae	https://coffeemaniagcc.ae	Google Analytics (or equivalent)	Third-party (if any)

4.3. Third-Party cookies:

- Some cookies are placed by third-party providers whose tools or services we integrate into our website.
- These may include analytics services, media players, or marketing networks.
- We do not control how these third parties use the data they collect; please refer to their respective privacy policies.

4.4. Managing Your Cookies Settings:

You have full control over your cookie preferences. You can:

- Adjust your settings directly through our cookie management panel;
- Restrict or block cookies via your browser settings;
- Delete cookies stored on your device at any time;

Please note that disabling some cookies may affect your ability to use certain features of the website.

5. How We Share Personal Data

We do not sell your personal data. We may share personal data only with the following categories of recipients, and only to the extent necessary for the purposes described above:

5.1. Service Providers:

- Third-party vendors providing services such as website hosting, IT support, security, analytics or email services, who are bound by contractual confidentiality and data protection obligations.

5.2. Group Companies / Affiliates:

- Coffeemia group entities (for example in Russia or other jurisdictions) for internal administrative purposes, consistent branding and coordination of hospitality services, where permitted by law and subject to appropriate safeguards.

5.3. Professional Advisors and Auditors:

- Lawyers, auditors, consultants and similar professionals, to the extent necessary for the provision of their services and in connection with legal or compliance matters.

5.4. Public Authorities and Law Enforcement:

- Where required by applicable law, regulation, court order or law enforcement request, or where disclosure is necessary to protect our rights, safety of our guests or the public.

If we transfer personal data outside the UAE, we will do so in compliance with applicable cross-border transfer requirements under the UAE PDPL, including ensuring an adequate level of protection or appropriate safeguards where required.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting or reporting requirements.

In particular:

- Contact and communication retained for the duration necessary to respond to your inquiry and for a reasonable period thereafter for record-keeping and dispute resolution, unless longer retention is required by law.
- Technical and analytics retained for a limited period necessary for security, performance monitoring and statistical purposes, typically in aggregated or anonymized form.

When personal data is no longer required, we will delete or anonymize it in accordance with our data retention policies and applicable law.

7. Your Rights

Subject to the conditions and exceptions set out in the UAE PDPL, you may have the following rights in relation to your personal:

Right of access	Right to rectification	Right to erasure	Right to restriction	Right to object	Right to withdraw consent
To obtain confirmation whether we process your personal data and to request a copy.	To request correction of inaccurate or incomplete personal data.	To request deletion of your personal data in certain circumstances.	To request restriction of processing in certain situations.	To object to processing based on our legitimate interests, including for direct marketing.	Where processing is based on your consent, you may withdraw such consent at any time, without affecting the lawfulness of processing carried out before withdrawal.

To exercise any of these rights, please contact us at gcc@coffeemanial.com. We may need to verify your identity before responding to your request. We will process your request in accordance with applicable UAE law and within the timeframes prescribed by the UAE PDPL.

If you believe that our processing of your personal data infringes applicable law, you may also have the right to lodge a complaint with the competent UAE supervisory authority, without prejudice to any other administrative or judicial remedies available to you.

8. Data Security

We implement appropriate technical and organizational measures designed to protect personal data against unauthorized access, loss, misuse, alteration or disclosure.

Measures may include, as appropriate:

- Use of secure servers and restricted access based on role.
- Protection of our IT systems against malware and unauthorized access.
- Internal policies and staff training regarding confidentiality and data protection.

However, no method of transmission over the Internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

9. Third-Party Websites

This Website may contain links to third-party websites, social media platforms, booking engines or other services that are not operated by us.

We are not responsible for the privacy practices or content of such third-party sites. If you follow a link to any third-party website, you should review its own privacy policy before providing any personal data.

10. Children's Privacy

Our Website and services are not intended for children under the age of 18, and we do not knowingly collect personal data from children under 18 via the Website.

If you believe that a child has provided personal data to us via the Website, please contact us and we will take appropriate steps to delete such data in accordance with applicable law.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, legal requirements or other factors.

When we make material changes, we will update the "Last updated" date at the top of this Privacy Policy and, where required by law, notify you in an appropriate manner.

We encourage you to review this Privacy Policy periodically to stay informed about how we process your personal data.