

**Compliance Document for DOONO FZC**

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**This compliance document demonstrates DOONO FZC's unwavering commitment to regulatory compliance and ethical practices in the United Arab Emirates (UAE). It outlines our comprehensive policies, procedures, and practices aligned with UAE laws and regulations.**

DOONO FZC is a premier consultancy firm specializing in Modern Technology Solutions, Integrated Service Management, and Non-manufactured precious metal trading - Gold Trading. With a steadfast dedication to innovation and proven strategies, we deliver exceptional services in IT Consultancy, Technology Solution Design, Business Management, Advisory Services, Support Services, and Gold Trading. With a paramount focus on service quality, DOONO FZC ensures that our services exceed industry norms. We prioritize customer satisfaction by aligning our services with client objectives, ensuring seamless delivery, and exceeding expectations.

At DOONO FZC, our approach to delivering Modern Technology Solutions and Integrated Service Management is founded on excellence and security. We adhere to industry best practices, ensuring that our solutions and services are reliable, secure, and aligned with client

needs. In the realm of Non-manufactured precious metal trading, specifically Gold Trading, DOONO FZC maintains a commitment to ethical trading practices and compliance with relevant regulations. We prioritize transparency, fairness, and responsible trading.

1. **Regulatory Framework**

DOONO FZC operates within the legal framework established by relevant regulatory bodies in the UAE, including but not limited to:

The Telecommunications Regulatory Authority (TRA): The TRA governs telecommunications and information technology in the UAE, ensuring compliance with laws related to communication services, data protection, and cybersecurity.

Dubai Financial Services Authority (DFSA): The DFSA regulates financial services, including consultancy firms like DOONO FZC, to maintain transparency and ethical practices in financial transactions and services.

Department of Economic Development (DED): The DED oversees business registration, licensing, and commercial activities in Dubai, ensuring that companies operate within the legal framework of the UAE.

UAE Central Bank: The Central Bank of the UAE regulates financial institutions, including those involved in gold trading, to uphold the integrity of financial markets and protect consumers.

Dubai Gold and Commodities Exchange (DGCX): As a key player in gold trading, DOONO FZCO complies with the regulations and guidelines set forth by the DGCX to maintain the integrity and fairness of precious metal trading

We are fully committed to upholding all laws, regulations, and guidelines set forth by these authorities. We will continually monitor and update our policies as needed to ensure compliance.

1. **Anti-Money Laundering (AML) and Know Your Customer (KYC) Procedures:**
	1. **AML Policy:** DOONO FZC enforces a robust AML policy designed to prevent the misuse of our services for money laundering, terrorist financing, or other illicit activities.
* Our AML policy encompasses due diligence, risk assessment, ongoing monitoring, and reporting procedures for suspicious transactions.
	1. **KYC Procedures**
* Our KYC procedures guarantee the validation of customer identities and legitimacy.
* These procedures involve comprehensive identity verification, risk assessments, and enhanced due diligence for higher-risk clients.
1. **Compliance Officer**

To ensure adherence to laws, regulations, and internal policies, DOONO FZC has appointed a dedicated Compliance Officer. The Compliance Officer is entrusted with:

* Monitoring regulatory developments and adjusting internal policies accordingly.
* Conducting routine internal audits to gauge compliance effectiveness.
* Providing guidance and training to employees on compliance matters.
* Serving as the point of contact for regulatory inquiries and reporting obligations.
1. **Confidentiality and Data Protection**
	1. **Confidentiality**
* At DOONO FZC, we recognize the significance of confidentiality in all aspects of our operations. Our employees are bound by strict confidentiality standards concerning customer information, trade secrets, and sensitive business data.
	1. **Data Protection**
* We prioritize the protection of personal data belonging to our customers and employees. DOONO FZC implements robust security measures to safeguard personal information, ensuring lawful processing and data accuracy.
1. **Record-Keeping and Reporting:**
	1. **Record-Keeping**
* DOONO FZC maintains comprehensive transaction records, including customer data, purchase/sale details, and supporting documents. These records are securely stored in compliance with legal and regulatory mandates.
	1. **Reporting**
* Our established procedures facilitate the reporting of suspicious activities or transactions to relevant authorities as required by law. Employees are expected to promptly report any suspicions to the Compliance Officer.
1. **Training and Awareness**

Recognizing the importance of a culture of compliance, DOONO FZC prioritizes training and awareness. We provide regular training sessions and resources to ensure all employees comprehend their compliance responsibilities, stay updated on regulatory changes, and are empowered to identify and address potential compliance risks.

DOONO FZC is poised for growth and expansion. As we venture into new horizons, compliance remains a cornerstone of our operations, ensuring that ethical conduct and regulatory adherence guide our journey. By adhering to this comprehensive compliance document, DOONO FZC upholds its commitment to the highest standards of integrity, transparency, and legal compliance. Through collaboration and adherence, we contribute to an environment of trustworthy and responsible business practices.

Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2023

**For Client**

Signed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_

**For DOONO FZC**

Signed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_