

Privacy Notice

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Privacy Policy

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The General Organization for Social Insurance (refers to as "GOSI", "we", "our" or "us") is a public governmental entity with an independent legal personality that implements social insurance laws in the Kingdom under one umbrella including all workers in the public sector, private sector, and Gulf Cooperation Council countries, and provides products, services, and insurance benefits to its customers. GOSI seeks to raise the value of data and maximize its benefit by legally processing it through reliable channels. This policy defines the nature and type of data handled by GOSI and our commitment to handle it in accordance with the related legislation, policies, and controls. It is in compliance with the KSA Personal Data Protection Law (PDPL) Law issued by Royal Decree No. (M/19) dated 09/02/1443 AH and amended by the Royal Decree No. (M/148) dated 5/9/1444 H.

Definitions

GOSI: General Organization for Social Insurance

Personal data: Every data – of whatever source or form – that would lead to the identification of the individual specifically or make it possible to identify him directly or indirectly, including name, ID number, passport number, addresses, contact numbers, license numbers, records, personal property, bank account and credit card numbers, fixed or moving pictures of the individual, and other data of personal nature.

Sensitive data: Every personal data that includes a reference to an individual's ethnic or tribal origin, or religious, intellectual, or political belief, or indicates his membership in nongovernmental associations or institutions, as well as criminal and security data, biometric data, genetic data, credit data, health data and data that indicates that both parents of an individual or one of them is unknown.

Data Processing: Any operation performed on personal data by any means, whether manual or automated, including collection, recording, saving, indexing, arranging, formatting, storing, modifying, updating, merging, retrieving, using, disclosing, transferring, publishing, sharing or interconnecting data, blocking, erasure, and destruction.

Policy: Privacy Policy.

What data do we collect?

The following data is collected and processed mandatorily to implement the Pension and Social Insurance Laws referred to in this policy:

Type of personal data	Details including but not limited to the below
Personal identity data	Full name, gender, date of birth, Saudi national ID number, IQAMA, passport number.
Contact information	National address, email address, telephone number.
Sensitive data	Health data such as medical reports, injury report and treatment details, medical committee decisions, and disability details. subject to strict conditions set out in data protection regulations
Financial information	Wage, bank account number.
Education and employment information	name of employer, date of joining, position, job description, education, military and civil service details.
Data collected as part of our interactions with you	Your comments, suggestions, any records of phone calls with GOSI, email interaction, WhatsApp, live chat.
Data concerning your devices	IP address and technical characteristics, Cookies
Online login credentials	Security features used to connect you to our websites and applications

What are the Consequences for not providing your personal data?

Failure to provide or requesting to remove your personal data may impact GOSI's ability to provide retirement and insurance benefits or affect your ability to benefit from our services.

How personal data is being collected?

We collect personal data directly from you, Additionally, from relevant regulatory sources and channels such as government agencies and private organizations in accordance with the requirements of applicable laws and regulations. We also collect data through cookies when you use the GOSI's website or application.

The lawful basis of processing personal data?

We process your personal data as per the principles stated in the Personal Data Protection Law issued by Royal Decree No. (M/19) dated 02/09/1443 AH and amended by the Royal Decree No. (M/148) dated 5/9/1444 AH , in implementation of the provisions of the following laws, regulations and legislation:

- Social Insurance Law issued by Royal Decree No. (M/33) dated 09/03/1421 AH and its implementing regulations.
- Social Insurance Law issued by Royal Decree No. (M/273) dated 12/26/1445 AH and its implementing regulations.
- Civil Pension Law and its explanatory memorandum issued by Royal Decree No. (M/41) dated 07/29/1393 AH
- Military Retirement Law issued by Royal Decree No. (M/24) dated 04/05/1395 AH
- Unemployment Insurance Law (SANID) issued by Royal Decree No. (M/18) dated 03/12/1435 AH and its executive regulations.
- The Law of Benefit Exchange between the Civil and Military Pension Laws and Social Insurance Law. issued by Royal Decree No. (M/53) dated 07/23/1424 AH and its executive regulations.
- The Unified Law for Extending Insurance Protection to Citizens of the Gulf Cooperation Council countries working outside their countries in any member state of the Council approved by Royal Decree No. (M/63) dated 11/26/1426 AH
- The Unified Law for Extending Insurance Protection to Military from Citizens of the Gulf Cooperation Council countries working outside their countries in any member state of the Council approved by Royal Decree No. (M/5) dated 01/18/1433 AH
- The Law and regulations and the orders, decisions and circulars issued by the regulatory authorities in the Kingdom of Saudi Arabia.
- The consent of the data subjects to provide their data for other purposes not related to the implementation of the provisions of the Law and regulations and what was referred to in the previous paragraphs such as the products provided and the use of data for the purposes of improvement and development.

In cases where data is processed based on the consent of the data subjects, they may withdraw their consent to the collection and processing of their personal data at any time unless there is another legal basis. To do so, you can contact the Data Management Office at the General Organization for Social Insurance via the website or the organization's applications or contact us through the means mentioned in this policy

What is the purpose of collecting personal data?

We use personal data for various purposes, including:

- Implementation of Social Insurance Law and other applicable laws regulations.
- Provide you with services proactively or upon your request.

- Respond to your questions and comments and provide customer support.
- Enhance the user experience across communication channels.
- Operate, evaluate and improve the products and services we offer

We also use non-personally identifiable information and certain technical information about your computer and your access of the Sites (including your internet protocol address) in order to operate, maintain and manage the Sites. We collect this information by automated means, such as cookies.

Data sharing and cross border transfer of personal data

We disclose data internally within GOSI and externally with relevant third parties for exercising of social insurance law purposes, or applicable laws, regulations and legislation.

GOSI processes personal data within the geographical borders of the Kingdom of Saudi Arabia to ensure the preservation of national digital sovereignty. Data is only transferred outside the Kingdom to the minimum extent necessary to meet regulatory requirements under a law or international treaty to which the Kingdom of Saudi Arabia is a party. This transfer occurs only after all regulatory procedures and requirements have been met

How do we keep your data secure?

We take data protection seriously and, in our commitment, to safeguarding your data, we employ robust security measures and best practices. This includes access controls, encryption, regular security assessments, and employee trainings. We continuously monitor and adapt our security measures to mitigate risks and protect your data from unauthorized access, disclosure, alteration, or destruction. Our vigilant approach to information security ensures the highest standards of privacy and compliance with data protection regulations such as the Personal Data Protection Law (PDPL), the National Data Management and Personal Data Protection Standards, the National Cybersecurity Authority regulations, and other relevant international regulations.

What are your privacy rights?

In accordance with Personal data protection law, you have the following rights:

- Right to be Informed: You have the right to know how your personal data is collected, the legal basis for collection, and how it is processed, shared, stored, and destroyed.
- Right to Access and Obtain: You have the right to request a copy of your personal data held by GOSI.
- Right to Request Correction: You have the right to request correction of your personal data if it is inaccurate and to complete any incomplete personal data.

- Right to Request Destruction: You have the right to request destruction of your personal data, unless there are any lawful basis retaining this data, such as, but not limited to, pension and insurance laws.
- Right to Withdraw Consent: You have the right to withdraw your consent for the processing of your personal data at any time, unless there are legitimate purposes that require the contrary. You can submit a request to withdraw consent through the communication channels mentioned in this policy.

To make a request concerning your rights or to make an inquiry, contact us here (<https://www.gosi.gov.sa/ar/IndividualsServices>)

For how long do we keep your data?

We will not keep your personal data for longer than is necessary for the purpose for which it was collected. We take appropriate steps to ensure that we process and retain data about you in accordance with the following principles:

- At least the duration for which the data is used to provide you with a service.
- As required under law, a contract, or with regard to our statutory obligations.

Privacy Policy Updates

We may periodically update the privacy policy to reflect changes in our personal data practices related to GOSI's services or modifications in applicable regulations. The effective date of this policy is provided above. Any updates or changes to the policy will be posted on this website with the new revision date, which is the effective date of changes. Your continued use of this website constitutes your acceptance of any changes to this policy.

General Provisions

In the event of any discrepancy between the terms of this policy and any specific privacy policy (such as the Employee Privacy Policy or the Candidate Privacy Policy), the terms of the specific privacy policy shall prevail.

Contact for general questions

You can contact us to update your preferences, correct your data, submit a request, or ask us questions.

- You can reach out to us through the support section at:
<https://www.gosi.gov.sa/en/ContactUs>
- You can send us your query at: INFO1@GOSI.GOV.SA
- You can call us from within the Kingdom during working hours at: 8001243344
- You can call us from outside the Kingdom during working hours at: 920014000

Be careful not to share your personal data on GOSI's social media platforms, or with any individual or entity claiming to be an intermediary, representative, or impersonator of GOSI.

Contact with GOSI Data Management Office (DMO)

You can contact GOSI as data controller of your personal data via our Data Management Office.

- To contact the Data Management Office electronically: [DMO@gosi.gov.sa]
- Or via letter, clearly marked for the attention of the Data Management Office, via this address (kingdom of Saudi Arabia, Riyadh 12622 – 8308 Al Wizarat 3795)

