

Communication & Information Technology Regulatory Authority (CITRA)

April 21, 2022

Resolution No. (69) of 2022

**The Regulation of Protecting Communications and Information Technology Services
Users' Rights**

The Chairman of the Board of Directors,

Having reviewed:

- Law No. 37 of 2014 concerning the establishment of the Communication and Information Technology Regulatory Authority issued on May 8, 2014, as amended by Law No. (98) of 2015.
- Council of Ministers' Resolution No. 993 of 2015, dated 13/07/2015, on issuing the Executive Regulation of Law No. 37 of 2014 indicated above.
- Decree No. 312 of 2018 concerning forming the Board of Directors of the Communication and Information Technology Regulatory Authority.
- The Authority's Resolution at its Meeting No. (12/2017), dated 13/12/2017, concerning the approval of user protection regulation and privacy provisions.
- The approval of the Board of Directors of the Communication and Information Technology Regulatory Authority at its Meeting No. 3/2022 on 22/02/2022.
- And in accordance with what is dictated by the public interest.

Decided:

(Article 1)

The provisions of the regulation attached to this resolution (**Regulation of Protecting Communications and Information Technology Services Users' Rights**) shall apply to the licensees.



CITRA

الهيئة العامة للاتصالات وتقنية المعلومات
COMMUNICATION & INFORMATION TECHNOLOGY REGULATORY AUTHORITY

(Article 2)

All the concerned authorities shall implement this resolution.

(Article 3)

Any text or provision that contravenes or contradicts the provisions of this resolution shall be revoked.

(Article 4)

This resolution shall be published in the Official Gazette and shall be effective from the date of its publication.

**Chairman of the Board of Directors of
the Communication and Information
Technology Regulatory Authority
(CITRA)**

Eng. Salem Mutheeb Al-uthaiynah