**iOPS Privacy Policy**

We at iOPS are driven by the goal of providing our users with an enhanced mobility operation experience. We understand that a key concern that customers may have is the safety of their personal information, and are committed to ensuring that all personal data provided to us remain secure and are only utilised for purposes that our users have consented to.

To begin with, we only collect such personal information like email address that is deed to be necessary to provide you with the services. For instance, we use email address to authenticate the rightful user to access iOPS.

We have also implemented various policies and security features to ensure that any personal data relating to you remains safe and secure. If you have any queries, comments or concerns, or otherwise require any help, please feel free to contact us at [myatmyat.htwe@wind.com.sg](mailto:myatmyat.htwe@wind.com.sg).

When we say “iOPS,” “our,” “we,” or “us,” we’re talking about iOPS. This Privacy Policy (“Privacy Policy”) applies to all of our apps, services, features, software, and website (together, “Services”) unless specified otherwise.

**Personal Data Protection Policy**

The purpose of this document is to inform you as to how iOPS manages, collects, uses, and discloses Personal Data relating to you. In Singapore, such business activities are subjected to the Personal Data Protection Act (No. 26 of 2012) (“The Act”). We conduct our business in compliance with The Act, and have implemented additional measures to protect your personal information. Subject to your rights at law, you agree to be bound by the prevailing terms of the Personal Data Protection Policy as updated from time to time on our website.

**Personal Data**

In this Personal Data Protection Policy, “Personal Data” refers to any data, whether true or not, about an individual who can be identified from that data, or from that data and other information to which we have or are likely to have access, including data in our records as may be updated from time to time.

**Personal Data & Information We Collect**

The Personal Data and Information that iOPS may collect from you will depend on the services, including when you install, access, or use our Services. Typically, iOPS will collect Personal Data relating to you when you:

* **Your Account Information.** You provide your email address, mobile phone and full name to create a iOPS account.
* **Information Others Provide for you.** We receive information other people provide us through the input details in the iOPS. For example, when other users you know use our Services, they may provide full name, email address, NRIC and phone number in the Sign Off for Hand Take / Take Over form.

**Security of Personal Data**

We ensures that all Personal Data collected will be safely and securely stored and has implemented stringent measures to secure and protect your information. These include:

* *Using a secure, encrypted 128-bit SSL connection on all our web pages where you transmit Personal Data. 128-bit SSL encryption is the industry standard and is approximated to take at least one trillion years to crack.*
* Ensuring that Personal Data relating to you is only stored on servers with proper safeguards to prevent security breaches.
* Limiting access of information in our systems.
* Implementing strict verification processes to prevent unauthorized access to Personal Data.
* Securely destroying your personal information when it’s no longer needed for our business or legal processes.

**Use of Personal Data**

We does not sell or trade Personal Data collected online with third parties.

We may use Personal Data relating to you to:

* **Administer the services we provide you**

This would include using Personal Data relating to you to track your transactions with account. It would also include using Personal Data relating to you to activate or deactivate services, provide you with additional products, services, and administer (at times in conjunction with our preferred partners) and corporate social responsibility projects.

* **Enhance the services we provide you**

This would include using Personal Data relating to you to conduct market research, analysis, and surveys (at times in conjunction with our preferred partners) in order to understand your preferences, develop new products and services, or personalize or otherwise improve the products and services we offer you. It would also include using Personal Data relating to you to deliver relevant advertising (such as that involving details of our or our preferred partners’ products, services, special offers, and rewards), either to our customers generally, or which we have identified may be of interest to you in particular, to deliver periodic newsletters to you with your prior consent or if otherwise permitted under local laws and regulations, or to promote benefits and offer rewards and promotions that you qualify for.

* **Customer Service**

This would include using Personal Data relating to you to respond to requests and enquires made by you (or persons authorised by you), provide you with directory assistance, and provide you with updates relating to our products, services, or policies.

* **Security and Compliance**

The would include using Personal Data relating to you to detect and prevent fraud and other crimes (e.g. by conducting checks against money laundering, terrorism financing and related risks), conducting internal audits, or otherwise meeting legal, regulatory and other requirements (including providing assistance to law enforcement, judicial, and other government agencies, responding to regulatory complaints, making relevant disclosures to regulatory bodies, conducting audit checks, due diligence and investigations, and taking steps which we considers necessary in the event of a lawsuit or potential lawsuit). It would also include using Personal Data relating to you for the purposes of security and risk management and to ensure the safety and security of our properties and systems.

* We will not use Personal Data relating to you for purposes other than what we have informed you, or which we are permitted or required under local law and regulations.
* We will only retain Personal Data relating to you for only as long as there is a business or legal need.

**Updates to the Personal Data Protection Policy**

We may amend and update the Personal Data Protection Policy at any time to ensure that it is consistent with industry trends and/or any changes in legal or regulatory requirements. We will provide you notice of amendments to this Privacy Policy. Your continued use of our Services confirms your acceptance of our Privacy Policy, as amended. If you do not agree to our Privacy Policy as amended, you must stop using our Services.