



## SurplusLoop Privacy Policy

### Introduction

SurplusLoop ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our online B2B marketplace ("Site").

### Information We Collect

**Personal Information:** We may collect personally identifiable information ("Personal Information") that you provide to us directly, such as:

- Name
- Email address
- Phone number
- Company details
- Billing and shipping addresses
- Payment information (e.g., credit card details, bank account numbers)

**Non-Personal Information:** We may collect non-personal information ("Non-Personal Information") about you whenever you interact with our Site. This may include:

- Browser name
- Type of computer
- Technical information about your means of connection to our Site, such as the operating system and the Internet service providers utilized
- IP address
- Usage details (e.g., pages viewed, links clicked)

**Cookies and Tracking Technologies:** Our Site may use "cookies" and similar tracking technologies to enhance your experience. Cookies are small files placed on your device to collect information about your activities on our Site. You can choose to set your web browser to refuse cookies or to alert you when cookies are being sent. If you do so, note that some parts of the Site may not function properly.

### How We Use Your Information

We may use the information we collect from you in the following ways:

- **To Personalize User Experience:** To understand how our users as a group use the services and resources provided on our Site.
- **To Improve Our Site:** We continually strive to improve our website offerings based on the information and feedback we receive from you.
- **To Process Transactions:** To process your orders and transactions, and manage your account.

SurplusLoop

WORQ Bangsar, Level 9, Tower B, Menara Uoa Bangsar, 5, Jalan Bangsar Utama 1, Bangsar, 59000 Kuala Lumpur, Malaysia.

Website : [www.surplusloop.com](http://www.surplusloop.com) | LinkedIn : [www.linkedin.com/company/surplusloop/](https://www.linkedin.com/company/surplusloop/)



- **To Send Periodic Emails:** To send you information and updates pertaining to your order, occasional company news, updates, related product or service information, and marketing communications. You can opt-out of receiving marketing emails by following the unsubscribe instructions included in these emails.
- **To Prevent Fraud:** To monitor for fraudulent activities and ensure compliance with our terms and conditions.

## How We Protect Your Information

We adopt appropriate data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information, username, password, transaction information, and data stored on our Site. This includes the use of encryption and secure socket layer (SSL) technology.

## Sharing Your Personal Information

We do not sell, trade, or rent users' Personal Information to others. We may share generic aggregated demographic information not linked to any Personal Information regarding visitors and users with our business partners, trusted affiliates, and advertisers for the purposes outlined above.

We may share your information with third-party service providers to help us operate our business and the Site or administer activities on our behalf, such as processing payments or sending out newsletters. We require these third parties to maintain the confidentiality of your information and to use it only for the purposes for which we disclose it to them.

## Compliance with Laws

We may disclose your Personal Information to a third party if we are required to do so by law or if we believe that such action is necessary to:

- Comply with a legal obligation
- Protect and defend our rights or property
- Prevent fraud
- Act in urgent circumstances to protect the personal safety of users of the Site or the public

## Your Data Protection Rights

Depending on your location, you may have the following rights regarding your Personal Information:

- **Right to Access:** You have the right to request copies of your Personal Information.
- **Right to Rectification:** You have the right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.

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- **Right to Erasure:** You have the right to request that we erase your Personal Information, under certain conditions.
- **Right to Restrict Processing:** You have the right to request that we restrict the processing of your Personal Information, under certain conditions.
- **Right to Object to Processing:** You have the right to object to our processing of your Personal Information, under certain conditions.
- **Right to Data Portability:** You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [privacy@surplusloop.com](mailto:privacy@surplusloop.com).

### **Third-Party Websites**

Our Site may contain links to other websites. This Privacy Policy does not apply to third-party websites and services, and we are not responsible for the privacy practices or content of such websites. We encourage you to review the privacy policies of these third-party websites.

### **Changes to This Privacy Policy**

SurplusLoop has the discretion to update this Privacy Policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the Personal Information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

### **Contact Us**

If you have any questions about this Privacy Policy, the practices of this Site, or your dealings with this Site, please contact us at:

SurplusLoop Email: [admin@surplusloop.com](mailto:admin@surplusloop.com)

**Last Updated:** 12 June 2024