

Last updated: 14/11/2025

Shard ("we", "our", "us") is committed to protecting your personal data in accordance with the Personal Data Protection Act 2012 (PDPA) of Singapore. This Privacy Policy explains how we collect, use, disclose, store, and protect your information when you use our website and services.

### 1. Personal Data We Collect

- Account information (name, email, SSO identifiers, encrypted recovery keys)
- Usage and activity information (file metadata, actions, device info, IP, timestamps)
- Communication data (email recipients, support messages)
- Optional profile details

### 2. How We Use Your Personal Data

- Manage user accounts and authentication
- Process file splitting, storage, recovery, and sharing
- Track fragment distribution and display metadata
- Send notifications and alerts
- Improve security, performance, and support services

### 3. Disclosure of Personal Data

We may share your data with:

- Service providers (SSO, email delivery, hosting)
- Legal authorities when required
- Others only with your explicit consent

#### **4. Data Security**

Measures include:

- HTTPS encryption
- Secure password hashing
- Access control
- Docker-based isolation
- Regular security checks

#### **5. Data Retention**

Data is retained as long as necessary for service provision or legal compliance. Users may request account deletion.

#### **6. Access, Correction & Withdrawal of Consent**

You may access or correct your data, or withdraw consent by contacting us at: [Insert Email]

#### **7. Cookies and Tracking**

Cookies are used for session management, authentication, and UX. Disabling cookies may affect functionality.

#### **8. Third-Party Links**

External sites are not covered by this policy.

#### **9. Data Transfer Outside Singapore**

We ensure PDPA-comparable protection for overseas transfers.

## **10. Changes to Policy**

Updates will be posted with a revised date.

## **11. Contact Us**

For questions or PDPA requests:

Email: shardteam@gmail.com

Phone: 66554433