**Privacy Policy**

*Updated on 08-11-2021.*

We, **Dowel Research Pte. Ltd** are committed to protecting your privacy. This Privacy Policy explains how your personal information is collected, used, and disclosed. This Privacy Policy applies to our website, application, and its associated subdomains (collectively, our "Service") alongside our By accessing or using our Service, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy and our Terms of Service.

**Definitions and key terms**

To help explain things as clearly as possible in this Privacy Policy, every time any of these terms are referenced, are strictly defined as

* Cookie: A small amount of data generated by a website and saved by your web browser is used to identify your browser, provide analytics, and remember information about you such as your language preference or login information.
* Company: when this policy mentions Company we, Dowell Research Pte. Ltd, it refers to that it is responsible for your information under this Privacy Policy that is responsible for your
* Country: where the owners/Directors of Dowell Research Pte. Ltd are based, in this case, Singapore.

* Customer: refers to the company, organization or person that signs up to use the relationships with our services or service users.
* Device: any internet connected device such as a phone, tablet, computer or any other device that can be used to visit and use the services.
* IP address: Every device connected to the Internet is assigned a number known as an Internet protocol (IP) address. These numbers are usually assigned in geographic blocks An IP address can often be used to identify the location from which a device is connecting to the Internet.
* Personnel: refers to those individuals who are appointed to our Website.
* You: a person or entity that is registered with our site, which can be accessed via this URL to use the Services.

**Information automatically collected**

There is some information like your Internet Protocol (IP) address and/or browser and device characteristics-is collected automatically when you visit our platform This information may be used to connect your computer to the Internet Other information collected automatically could be a login, e-mail address, password, computer and connection information such as browser plug-in types and versions and time zone setting, operating systems and platforms, purchase history, (wo sometimes aggregate with similar information from other Users), the full Uniform Resource Locator (URL) clickstream to, through and from our Website that may include date and time, cookio numbor parts of the site you viewed or searched for, and the phone number you used to call our Customer Services We may also use browser data such as cookies, Flash cookies (also known as Flash Local Shared Objects) or similar data on certain parts of our Website for fraud prevention and other purposes. During your visits, we may use software tools such as JavaScript to measure and collect session information including page response times, download errors, length of visits to certain pages, pago interaction information (such as scrolling clicks, and mouse overs), and methods used to browse away from the page. We may also collect technical information to help us identify your device for fraud prevention and diagnostic purposes

We automatically collect certain information when you visit use or navigate platform This information does not reveal your specific identity (like your name of contact information) but may include device and usage information such as your IP address browser and device characteristics, operating system language preferences, referring URLs device name, country, location, information about who and when you use our and other technical information This information is primarily needed to maintain the security and operation of our and for our Internal analytics and reporting purposes.

**How Do We Use The Information We Collect?**

Any of the information we collect from you may be used in one of the following ways

* To personalize your experience (your information helps us to better respond to your individual needs)
* To improve our service (we continually strive to improve our service offerings based on the information and feedback we receive from you)
* To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
* To process transactions
* To administer a contest, promotion, survey or other site feature.
* To send periodic emails.

**When do we use customer information from third parties?**

We receive some information from the third parties when you contact us For example, when you submit your email address to us to show interest in becoming our customer, we receive information from a third party that provides automated fraud detection services to us. We also occasionally collect information that is made publicly available on social media websites. You can control how much of your information social media websites make public by visiting these websites and changing your privacy settings.

**Do we share the information we collect with third parties?**

We may share the information that we collect, both personal and non-personal, with third parties such as advertisers, contest sponsors, promotional and marketing partners, and others who provide our content or whose products or services we think may interest you We may also share it with our current and future affiliated companies and business partners, and if we are involved in a merger, asset sale or other business reorganization, we may also share or transfer your personal and non-personal information to our successors-in-interest.

We may engage trusted third party service providers to perform functions and provide services to us, such as hosting and maintaining our servers and our service, database storage and management, email management, storage marketing credit card processing, customer service and fulfilling orders for products and services you may purchase through our service We will likely share your personal information, and possibly some non-personal information, with these third parties to enable them to perform these services for us and for you

We may share portions of our log file data, including IP addresses for analytics purposes with third parties such as web analytics partners, application developers and ad networks If your IP address is shared it may be used to estimate general location and other technographics such as connection spend whether you have visited the service in a shared location, and type of device used to vout the service They may aggregate information about our advertising and what you see on the service and then provide auditing remarks and reporting for us and our advertisers. We may also disclose personal and non-personal information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate in order to respond to claims, legal process (including subpoenas), lo protect our rights and interests or those of a third party, the safety of the public or any person, to prevent or stop any illegal, unethical, or legally actionable activity, or to otherwise comply with applicable court orders, laws, rules and regulations

**Where and when is information collected from customers and end users?**

We will collect personal information that you submit to us. We may also receive personal information about you from third parties as described above.

**Could my information be transferred to other countries?**

We are incorporated in Information collected via our website, through direct interactions with you, or from use of our help services may be transferred from time to time to our offices or personnel, or to third parties, located throughout the world, and may be viewed and hosted anywhere in the world, including countries that may not have laws of general applicability regulating the use and transfer of such data. To the fullest extent allowed by applicable law, by using any of the above, you voluntarily consent to the trans-border transfer and hosting of such information.

**Is the information collected through our service secure?**

We take precautions to protect the security of your information We have physical electronic and managerial procedures to help safeguard prevent unauthorized access, maintain data security and correctly use your information However, neither people nor security systems are foolproof including encryption systems In addition, people can commit intentional crimes make mistakes or tail to follow policies Therefore, while we use reasonable efforts to protect your personal information, we cannot guarantee its absolute security If applicable law imposes any non-disclaimable duty to protect your personal information, you agree that intentional misconduct will be the standards used to measure our compliance with that duty.

**Can I update or correct my information?**

The rights you have to request updates or corrections to the information we collect depend on your relationship with us. Personnel may update or correct their information as detailed in our internal company employment policies Customers have the right to request the restriction of certain uses and disclosures of personally identifiable information as follows.

You can contact us in order to

(1) update or correct your personally identifiable information,

(2) change your preferences with respect to communications and other information you receive from us, or

(3) delete the personally identifiable information maintained about you on our systems (subject to the following paragraph), by cancelling your account Such updates, corrections, changes and deletions will have no effect on other information that we maintain, or information that we have provided to third parties in accordance with this Privacy Policy prior to such update, correction change or deletion. To protect your privacy and security, we may take reasonable steps (such as requesting a unique password) to verify your identity before granting you profile access or making corrections. You are responsible for maintaining the secrecy of your unique password and account information at all times. You should be aware that it is not technologically possible to remove each and every record of the information you have provided to us from our system. The need to back up our systems to protect information from inadvertent loss means that a copy of your information may exist in a non-erasable form that will be difficult or impossible for us to locate Promptly after receiving your request all personal information stored in databases we actively use, and other readily searchable media will be updated corrected changed or deleted, as appropriate, as soon as and to the extent reasonably and technically practicable if you are an end user and wish to update delete, or receive any information we have about you you may do so by contacting the organization of which you are a customer.

**Sale of Business**

We reserve the right to transfer information to a third party in the event of a salo, morger or other transfer of all or substantially all of the assets of us or any of its Corporate Affiliates (as defined herein), or that portion of us or any of its Corporate Affiliates to which the Service relates, or in the event that we discontinue our business or file a petition or have filed against us a petition in bankruptcy, reorganization or similar proceeding, provided that the third party agrees to adhere to the terms of this Privacy Policy.

**Affiliates**

We may disclose information (including personal information) about you to our Corporate Affiliates. For purposes of this Privacy Policy, "Corporate Affiliate" means any person or entity which directly or indirectly controls, is controlled by or is under common control with us, whether by ownership or otherwise Any information relating to you that we provide to our Corporate Affiliates will be treated by those Corporate Affiliates in accordance with the terms of this Privacy Policy.

**How Long Do We Keep Your Information?**

We keep your information only so long as we need it to provide service to you and fulfill the purposes described in this policy. This is also the case for anyone that we share your information with and who carries out services on our behalf. When we no longer need to use your information and there is no need for us to keep it to comply with our legal or regulatory obligations we'll either remove it from our systems or depersonalize it so that we can't identify you.

**How Do We Protect Your Information?**

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc) is never kept on file. We cannot, however, ensure or warrant the absolute security of any information you transmit to us or guarantee that your information on the Service may not be accessed, disclosed, altered, or destroyed by a breach of any of our physical, technical, or managerial safeguards.

**Face recognition:**

If you have it turned on, we use face recognition technology to recognise you in photos, videos and camera experiences. The face recognition templates that we create may constitute data with special protections under the laws of your country.

**Voice recognition:**

If you give us permission, this enables us to access the voice command via your device microphone to enable you to interact with the application services with your voice. Please note that you will always have the option to turn off microphone feature.

**Governing Law**

The laws of Singapore excluding its conflicts of law rules, shall govern this Agreement and your use of our service. Your use of our service may also be subject to other local, state, national, or international laws.

**Your Consent**

By using our service, registering an account or making a purchase, you consent to this Privacy Policy.

**Links to Other Websites**

This Privacy Policy applies only to the Services. The Services may contain links to other websites not operated or controlled by us. We are not responsible for the content, accuracy or opinions expressed in such websites, and such websites are not investigated, monitored or checked for accuracy or completeness by us. Please remember that when you use a link to go from the Services to another website, our Privacy Policy is no longer in effect Your browsing and interaction on any other website, including those that have a link on our platform, is subject to that website's own rules and policies. Such third parties may use their own cookies or other methods to collect information about you.

**Cookies**

We use "Cookies” to identify the areas of our website that you have visited. A Cookie is a small piece of data stored on your computer or mobile device by your web browser. We use Cookies to personalize the Content that you see on our website. Most web browsers can be set to disable the use of Cookies. However, if you disable Cookies, you may not be able to access functionality on our website correctly or at all. We never place Personally Identifiable Information in Cookies.

**Changes To Our Privacy Policy**

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy with modification date below.

**Third-Party Services**

We may display, include or make available third-party content (including data, information, applications and other products services) or provide links to third-party websites or services ("Third-Party Services")

You acknowledge and agree that we shall not be responsible for any Third-Party Services, including their accuracy, completeness, timeliness, validity, copyright compliance, legality, decency, quality or any other aspect thereof. We do not assume and shall not have any liability or responsibility to you or any other person or entity for any Third-Party Services.

Third-Party Services and links thereto are provided solely as a convenience to you and you access and use them entirely at your own risk and subject to such third parties' terms and conditions.

**Information about General Data Protection Regulation (GDPR)**

We may be collecting and using information from you if you are from the European Economic Area (EEA), and in this section of our Privacy Policy we are going to explain exactly how and why is this data collected and how we maintain this data under protection from being replicated or used in the wrong way

**What is GDPR?**

GDPR is an EU-wide privacy and data protection law that regulates how EU residents' data is protected by companies and enhances the control the EU residents have over their personal data.

**What is personal data?**

Any data that relates to an identifiable or identified individual. GDPR covers a broad spectrum of information that could be used on its own, or in combination with other pieces of information, to identify a person. Personal data extends beyond a person's name or email address Some examples include financial information, political opinions, genetic data, biometric data, IP addresses, physical address, sexual orientation, and ethnicity The Data Protection Principles include requirements such as:

* Personal data collected must be processed in a fair, legal, and transparent way and should only be used in a way that a person would reasonably expect
* Personal data should only be collected to fulfil a specific purpose and it should only be used for that purpose. Organizations must specify why they need the personal data when they collect it.
* Personal data should be held no longer than necessary to fulfil its purpose. People covered by the GDPR have the right to access their own personal data. They can also request a copy of their data, and that their data be updated, deleted, restricted, or moved to another organization.

**Why is GDPR important?**

GDPR adds some new requirements regarding how companies should protect individuals' personal data that they collect and process it also raises the stakes for compliance by increasing enforcement and imposing greater fines for breach Beyond these facts it's simply the right thing to do At Help Scout we strongly believe that your data privacy is very important and we already have solid security and privacy practices in place that go beyond the requirements of this now regulation.

**Individual Data Subject's Rights - Data Access, Portability and Deletion**

We are committed to helping our customers meet the data subject rights requirements of GDPR processes or store all personal data in fully vetted, DPA compliant vendors. We do store all conversation and personal data for up to 6 years unless your account is deleted In which case, we dispose of all data in accordance with our Terms of Service and Privacy Policy, but we won't hold it longer than 60 days.

We are aware that if you are working with EU customers, you need to be able to provide them with the ability to access, update, retrieve and remove personal data. We got you! We've been set up as self service from the start and have always given you access to your data and your customers data. Our customer support team is here for you to answer any questions you might have about working with the API.

**Contact us:**

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