

TERMS AND CONDITIONS

GENERAL

The terms and conditions contained in this Privacy Policy (“Terms and Conditions”) govern your access and use of ALiv (this “App”), including any content and services offered through this App. It is important that you read these Terms and Conditions carefully before deciding whether to download this App. This App is owned and operated by NewDVR(S) PTE. LTD. (hereinafter referred to as “NewDVR(S)”, “we” or “us”).

This App is solely designed and configured to be compatible with, downloaded and used only on Apple and Android devices. For the avoidance of doubt, this App is not intended for use on any Huawei device and accordingly it has not been designed or configured to be compatible with any Huawei device, including without limitation any Huawei device of a model older than the Huawei Mate 30 model. You are hereby prohibited from attempting to download this App onto any Huawei device.

By accessing and using this App, you hereby agree to be bound by the Terms and Conditions of this App, and you equally agree to comply with all applicable laws and regulations. You are prohibited from using this App if you do not agree to any of the Terms and Conditions.

PRIVACY POLICY

Your privacy is very important to us. This Privacy Policy gives a description of the practices of this App in compliance with the provisions of the Personal Data Protection Act 2012 of Singapore (“PDPA”) and therefore are applicable solely to this App.

We keep this Privacy Policy under regular review. This version was last updated on 22 October 2022. NewDVR(S) may, at any time, modify and revise these Terms and Conditions without notice. By choosing to continue accessing this App, you hereby agree to be bound by such modified and revised version of the Terms and Conditions of this App.

Personal Data Collection

We will request certain personal data from you in order for you to facilitate the provision of our services in relation to this App to you. All personal data collected from this App belongs to us.

We can only access the personal data you willingly give to us. The personal data we may collect from you and about you would be: your (i) **email address** and (ii) **name**. Your personal data may be collected

through any of the following ways:

1. When you sign up for an account to use this App;
2. When you request to be added in an email list or other mailing list operated by us;
3. When you send an email to our email address;
4. When you request for us to contact you;
5. When you respond to any of our initiatives or promotions; or
6. When you submit your personal data to us for any other reason.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during our relationship with you.

Use of Personal Data

Your Personal Data will be used for the following purposes:

1. to manage your membership of this App;
2. to provide you with the services and benefits you are entitled to as a user of this App;
3. to respond to you if and when you contact us;
4. to process payment for purchases;
5. to improve our customer services;
6. to keep you updated on our events; and
7. to comply with relevant applicable laws and regulations.

Personal Data Sharing

We do not share your Personal Data with anyone else outside of NewDVR (S) and any of its subsidiaries or affiliates. Your Personal Data will not be sold or rented to any person.

Access to Your Information

You can contact us at support@aliv.com.sg to request for any of the following:

1. The data that we have about you;
2. Correct/change/delete any of your data we have about you. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request; or
3. Express any concerns or questions you may have about our use of your data.

Cookies

We use cookies on this App. A cookie is a piece of data stored in each user's Android device. We may use cookies for any of the following purposes:

1. To track and target our users' interests;
2. To improve the experience on our App;
3. To improve our products and services