

# Comparison of Data Usage and Practices of Organizations in Bangladesh

## Cybersecurity, Laws, and Ethics

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### Informed Consents

#### Which Data to be Collected

- **Basic Information:**
  - Personal Information
  - Communication Information
  - Authentication Information
- **Other Information:**
  - IP (Pickaboo, Ryans)
  - Browsing Data (Shohoz, Chaldal, Daraz)
  - Phonebook Data (Shoho)

#### Third party

- ☐ Most of the organizations share Users' data with third party or others for advertisement & delivery (UPay, Shohoz, Daraz, Pickaboo, Ryans)
- ☐ Uber, Chaldal, ClickBD, Tech Land BD don't share any data with third parties directly

#### Issues to Fulfill Legal Requirements

- ☐ Call history and chat of the user, browser plug-in types and version information are collected and stored by Daraz
- ☐ Without informing the user daraz app updates itself
- ☐ Some of the organizations store the url visited before and next to go. Doesn't matter which url it is (Shohoz, ClickBD)
- ☐ Browser Data collection without Taking User Consent: Shohoz, ClickBD
- ☐ Storing location and device information including the operating system : Ryans
- ☐ Tracks the user movement: Tech Land BD
- ☐ Collecting the personal data of a referred person without Consent: Uber
- ☐ Access to each other's Purchase history: ClickBD

### Data Use Policies

- **Common Usage:**
  - Service Providing, Evaluating, Improving
  - Communication with Users
  - Verifying Transactions
  - Fraud Detection and Prevention
- **Other Usage:**
  - Understanding Browser and Operating System (Pickaboo)
  - Marketing (Uber & Daraz)
  - To Improve Automated Decision Maker (Uber)

#### Opt-Out System

- ☐ All the Companies Allows to Opt-Out from the service.
- ☐ But, Pickaboo and ClickBD Just Deactivates the Account on Request, but Does Not Delete.
- ☐ Some Companies Keep some User Activity Data: Shohoz, Uber.

### Governance

- ☐ None of the service providers mentioned complying with GDPR regulations.
- ☐ None of the organizations mentioned following COPPA except
- ☐ Rokomari.com, Daraz.com.bd.

#### Data Access and Edit Option

- ☐ All the organizations allow user to access and edit their data

### Companies/Organizations

#### Web-Based Organizations

1. UPay
2. Shohoz
3. Chaldal
4. Pickaboo
5. .ClickBD
6. Daraz
7. Uber
8. Ryans
9. Tech Land BD

#### Age Restriction Policy

- ☐ Age 18 or Above: UPay, Shohoz, Daraz, Uber, Chaldal, ClickBD, Ryans.
- ☐ Age 13 or Above: StarTech
- ☐ No Minor rules/policies: Pickaboo and TechLand BD.

#### Cookies

- ☐ UPay Don't use cookies
- ☐ Except Upay, rest of the 9 organizations use cookies
- ☐ Most of the sites do not mention explicit rules to children's.



### Is Collecting Only the Data Needed?

UPay, Uber, Chaldal, Ryans, Tech Land BD collect only needed data

Some Sites Collect Extra Data.

- Shohoz: Call Records, Phonebook, Browsing History
- Daraz: Browsing History, IMEI Number, Browser Data
- Pickaboo: IP address
- ClickBD: Full browsing history



### Security

- Shohoz, Daraz, Pickaboo, Uber Ensure Data Security
  - ◆ Pickaboo Use SSL encryption and Follows all PCI-DSS requirements
  - ◆ Shohoz Stores Sensitive Data is in Encrypted Form
  - ◆ Uber Shares Hashed Data
- ☐ They claim to use Secure Socket Layers (SSL).
- Others Try to Ensure Security.
  - ◆ Can not Guarantee the Data Security
- Without Pickaboo, Others Have not Provided Exact information About Data Encryption and Hashing Approach

### Comparison Among the Companies/Organizations

- ☐ Most of Follow data Collection Principle
- ☐ All Follow Law of Bangladesh
- ☐ In Security Ensuring, Uber, Shohoz, Daraz, Pickaboo are better
- ☐ UPay, Uber, Chaldal, ClickBD do not sell/Provide data to Third-Party, but others do
- ☐ Maximum of The Companies have Minimum Age policy except TechLand and Pickaboo
- ☐ No Clear Policy about User data after Opt-out in Pickaboo
- ☐ Tech Land BD tracks user movement whereas Star Tech doesn't
- ☐ Most Fair: Uber
- ☐ Least Fair: Tech Land BD, Ryans
- ☐ Age Restriction Policy
  - ☐ Age 18 or Above: UPay, Shohoz, Daraz, Uber, Chaldal, ClickBD, Ryans
  - ☐ Age 13 or Above: StarTech
  - ☐ No Minor rules/policies: Pickaboo and TechLand BD
- ☐ References