

Comparison of Data Usage Policies and Practices for Six Organizations in Bangladesh

Cybersecurity, Ethics and Law

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1. If a user registers for a site on another website or uses a website providing a service for GP that website also provides personal information about users and user's transaction back to GP. That means if anyone does not GP's user, GP still can collect that person's information in this way.
2. GP also collect non-personal information about a user's visit to the site, and other similar sites based on the user's browsing (click-stream) activities. This means, GP also collect users web browsing information.
3. GP mentioned that they do not sell or rent users personal information to third parties for their marketing purposes without the users explicit consent.
4. GP also mentioned that retain personal information from closed accounts to comply with law, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigations



1. Foodpanda collects personal information from users when users order goods or services from them or use their website. They also collect information when users complete any customer survey.
2. User's have rights to request a copy of the information Foodpanda holds on them at any time. A user has to email them if he/she would like to receive a copy of this information. But There will be a small charge for processing this request.
3. Foodpanda mentioned that from time to time Foodpanda may send user's information to third parties which they consider may have goods or services which are of interest to users. But If any user does not wish to be contacted by third parties, they can mail their support for stop sending their data to other parties.
4. Foodpanda take both privacy of their customers and security of customer data very seriously. They encourage everyone to contact their security department if user believe they have detected any security issue.



1. Daraz mentioned that they collect Biometric data, such as voice files and face recognition when users use their voice search function, and user's facial features of when they use the Site. But they do not explicitly mentioned about the usage of Biometric data. Why a e-commerce site need face recognition?
2. They mentioned in their website that they may transfer the personal data to the outside of BD and if it is conflict with the law, they will not transfer the data. As it is valid as per law but still there can be some national security issue because of their biometric data collection.
3. They doesn't allow minor who are below of age 18. If any minor access the Site and buy products from the Site by using other user's account, then that user is responsible for the minor's actions.
4. Daraz also mentioned that they have option for users to delete the collected data.



1. Chaldal mentioned in their website that all of their terms and condition is based on **ICT ACT 2006**, which is not valid now. The updated law is **The Digital Security Act 2018**, which should be mentioned in their terms and condition though their terms and conditions do not conflict with the Latest law.
2. Chaldal also stores certain types of information whenever users interact with them. For example, like many websites, Chaldal also use "cookies," and they obtain certain types of information when the user's web browser accesses Chaldal.com or advertisements and other content served by or on behalf of Chaldal.com on other websites.
3. Chaldal mentioned that if users want to delete their accounts, they should create a request and Chaldal will remove users personal information from their records.



1. Bikroy.com mentioned that, they collect user's email address, contact information, (depending on the service used) sometimes financial information, computer sign-on data, statistics on page views, traffic to and from Bikroy.com, and also other information, including users' IP address and standard web log information.
2. Bikroy.com mentioned that they does not guarantee continuous or secure access to the Website, which causes data insecurity.
3. In Bikroy.com they doesn't have any data policy related to minor who is under 18. As it is a marketplace so there can be many products what are not valid for minors.
4. They also mentioned that personal data stored with Bikroy.com can be erased by contacting their support team.



1. Nagad stated that the user's information and transaction history may be viewed by auditors. So users data could be breached. But Nagad didn't mention that who will take the responsibility for data breaching by auditors?
2. Nagad mentioned that they will not take any responsibility of data breaching by any third party to whom they shared.
3. Nagad also mentioned that they can close the user's account but they don't provide any system to remove all the data from their server. If they retain any kind of data of inactive user, there is no policy for breaching of retained data.