

Privacy & Account Management Policy (Enterprise Edition)

1. Commitment to Privacy

This Privacy & Account Management Policy describes how personal data is collected, processed, stored, and protected in accordance with applicable privacy regulations.

The Company is committed to maintaining transparency and safeguarding customer trust.

2. Categories of Data Collected

Personal identifiers including name, email, phone number, billing address, and order history.

Technical data including IP address, device identifiers, and session metadata for security monitoring.

Communication records including support interactions and feedback submissions.

3. Purpose of Processing

Data is processed to fulfill contractual obligations, deliver services, prevent fraud, and improve operational efficiency.

Marketing communications are sent only where consent is obtained or permitted by law.

4. Data Retention Policy

Account data is retained for up to five (5) years following account inactivity unless regulatory obligations require extended retention.

Financial transaction records may be retained longer to comply with tax and financial reporting requirements.

5. Data Security Controls

Encryption is applied to sensitive data both in transit and at rest.

Access to personal data is restricted to authorized personnel based on role-based permissions.

Regular audits and vulnerability assessments are conducted to maintain system integrity.

6. Customer Rights

Customers may request access, correction, restriction, or deletion of personal data.

Requests will be processed within ten (10) business days subject to identity verification.

Customers may lodge complaints with relevant supervisory authorities where applicable.

7. Account Deletion Procedures

Account deletion requests can be initiated via official support channels.

Upon verification, personal data will be removed except where retention is legally required.

Certain transactional records may be retained for regulatory compliance.