

Instelar Privacy Statement

This Privacy Statement shows how we collect, use, manage and protect the personal data and information (referred to as “Data”) from you. All corporates and individuals (referred to as “Client”) are applicable to this statement under the business of Instelar, its subsidiaries, affiliates and associated company (referred to as “We”, “Our” and “Us”), including but not limit to Motex.

Protecting your privacy

We are committed to process and protect the Data in accordance with the Personal Data (Privacy) Ordinance – Chapter 486, Laws of Hong Kong (the “Ordinance”). We use your Data only for the purpose of carrying on our business and providing services.

Type of information we collected

The “Data” mentioned in this statement, includes the following kind of information:

- a. Full name/ company name;
- b. Business Registration number;
- c. Correspondence / business address;
- d. Email address;
- e. Contact number;
- f. Gender;
- g. Images;
- h. Occupation and profession;
- i. Geographic location;
- j. Credit Card/ bank account
- k. IP Addresses.

Ways to collect Data

- a. Application form for creating account;
- b. Instelar’s website and Email;
- c. Motex app and its web portal;
- d. Customer Services and Technical Support Hotline.

Purpose of collecting Data

- a. to verify the user identity
- b. to subscribe and maintain Motex account
- c. to verify the eligibility to our offer, promotion, membership and relevant program;
- d. to improve the service and by collecting the data from users;

- e. to make strategic planning on the services and product we provide to the market;
- f. to process any payment instructions for providing service to the users;
- g. to comply with applicable laws in Hong Kong as required by any regulatory, authorities or law enforcement in prevention or detection to criminal activities.

Transfer of Data collected

The Data collected will be kept confidential but may disclose (as defined in the Ordinance) to the third parties for the following purpose:

- a. Any agent and business partner work with Instelar to provide service;
- b. Any party to whom Instelar is under an obligation or otherwise required to make disclosure under the requirements of any law binding or applying to it within or outside Hong Kong, or any disclosure under and for the purpose of any guidelines or issued by any legal, regulatory, government or other authorities

Storage of Data and Security

All the Data and the information will be stored in our cloud service provider. The service provider will use encryption and access control mechanisms to ensure the data confidentiality. We will take appropriate action and procedure to monitor the unauthorized access, disclosure, use, modification, damage or loss of the Data.

Although we and the service provider protect the your Data, you are responsible for safe keeping your data including accounts and passwords.

Right of Access or Correction of Data

You may access the data we hold about you by making a written request and we will respond to you within 30 days.

You have the right to correct or update the data that related to you with a written request.

Privacy Inquiry and Complaints

Please contact us by email to info@instelar.com and our Data Protection Officer will get back to you regarding to your issue.