

## **Hiwire Data & Security Pte Ltd – Data Protection Policy (including personal data)**

We will uphold your trust in us by protecting and using your personal data in a responsible manner. We value your trust and aim to be transparent in the ways we use your data to keep creating software that fits into your organization efficiently - so you can truly work with us with confidence. Read the full privacy policy document here for more information.

### **What types of Data do we collect?**

We want you to understand the types of data that we collect, so you can then make the best decisions about what you share with us. Personal data is any information that relates to an identifiable individual and we may collect this information when you interact with our products or services. Although there are many types of personal data, we only collect these few. We don't collect company data other than address and tel. *Personal particulars (name, company, address, tel and last 4 characters of NRIC if necessary)*

### **How do we collect your Personal Data?**

Any personal information held by us will be committed to a high degree of protection. The data we collect are generally at the point when you purchase our product. Minimal data is collected for the purpose of getting our software to work for you.

### **How do we use your Personal Data?**

Your personal information allows us to know which product you bought so that support can be provided speedily. It will also allow us to remind you of upgrade, updates, renewal and other important announcements. When you trust us with your data, it's only right that you understand how we may use it:

### **For General Support**

Verify your identity before providing our services, or responding to any of your queries, applications, feedback and complaints.

### ***For Our Internal Operations***

- Manage our day-to-day business operations.
- Ensure that the information we have about you is up-to-date.
- Comply with all laws and obligations from any legal authorities.
- Update you on changes and upgrades to our products or services.

### ***For Marketing Purposes***

- Contact you and offer products or services that you might be interested.
- We may stop contacting you for marketing purposes via selected modes or you may talk to us.

### **Who do we share your Personal Data with?**

We currently did not share or sell any form of personal data of our customers with any third party. However, we are required by Law to share your personal data with relevant authorities such as government or law enforcement agencies.

### **Contact Us**

To speak to us regarding our privacy practices (including for any correction or access request), you may contact our PDPA officer at 62930128 or visit our office at 200 Jalan Sultan #08-06 Textile Centre, Singapore 199018. or from our website at <http://data.com.sg/iContactUs.jsp>

### **Amendment**

We may amend our policy (here) from time to time to ensure consistency with any developments and lawful compliance.