



Privacy Policy

Last Updated: 28 January 2025

1. Information We Collect

We collect the following types of information:

Personal Information

- Account Information: Name, email address, phone number, billing address, and payment details.
- Service Usage Data: IP address, browser type, device information, and usage patterns.
- Support Requests: Information provided when contacting our support team.

Non-Personal Information

- Cookies and Analytics: Data collected through cookies, log files, and analytics tools to improve our services.

2. How We Use Your Information

We use your information for the following purposes:

- To provide, maintain, and improve our services.
- To process payments and manage your account.
- To communicate with you about service updates, promotions, and support requests.
- To monitor and analyze usage patterns for service optimization.
- To comply with legal obligations and enforce our Terms of Use.

3. Data Sharing and Disclosure

We do not sell or rent your personal information to third parties. However, we may share your information in the following circumstances:

- Service Providers: With trusted third-party vendors who assist in providing our services (e.g., payment processors, data centers).
- Legal Compliance: When required by law or to protect our rights, property, or safety.
- Business Transfers: In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new owner.

4. Data Security

We implement industry-standard security measures to protect your data, including:

- Encryption: Data transmitted between your device and our servers is encrypted using SSL/TLS.
- Access Controls: Restricted access to personal information on a need-to-know basis.
- Regular Audits: Periodic reviews of our security practices to ensure compliance.

Despite these measures, no method of data transmission or storage is 100% secure. We cannot guarantee absolute security but strive to protect your information to the best of our ability.

5. Data Retention

We retain your personal information for as long as necessary to:

- Provide the services you requested.
- Comply with legal obligations.
- Resolve disputes and enforce our agreements.

Once your data is no longer needed, it will be securely deleted or anonymized.

6. Your Rights

Depending on your jurisdiction, you may have the following rights regarding your personal data:

- Access: Request a copy of the personal data we hold about you.
- Correction: Request corrections to inaccurate or incomplete data.
- Deletion: Request deletion of your personal data, subject to legal obligations.
- Opt-Out: Opt out of marketing communications or withdraw consent for data processing.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Enhance your user experience.
- Analyze website traffic and usage patterns.
- Deliver targeted advertisements (if applicable).

You can manage your cookie preferences through your browser settings. However, disabling cookies may affect the functionality of our services.

8. Third-Party Links

Our website may contain links to third-party websites. This Privacy Policy does not apply to those sites, and we are not responsible for their privacy practices. We encourage you to review their privacy policies before providing any personal information.

9. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware of such data, we will take steps to delete it.

10. International Data Transfers

Your data may be transferred to and processed in countries outside your jurisdiction, including Singapore and Malaysia. We ensure that such transfers comply with applicable data protection laws.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Changes will be posted on our website, and we will notify you via email or through your client area if significant changes occur. Continued use of our services constitutes acceptance of the updated policy.

For questions or concerns about this Privacy Policy or your personal data, please contact compliance@percentso.com.
