

## **PRIVACY POLICY**

This privacy notice discloses the privacy practices ("Privacy Policy") of Zilingo Pte Ltd, and applies solely to the information collected on the Zilingo website or application. The Privacy Policy describes how Zilingo uses and protects the information that you give while using this website or application and intends to provide visitors to Zilingo website and App with clear and complete information about the data and information that is collected and the way that data and information is stored and used. Zilingo values the privacy of its users. Before using Zilingo website and application, we advise you to read this privacy policy and contact us at the email address or phone numbers mentioned below if you have any questions or concerns.

### **Information Collected:**

Zilingo only collects information wherever it is essential to us and where it is relevant to our Contract and operations so as to be able to provide you with the best experience and service. Zilingo promises to only collect and use personal information for the purposes mentioned below:

- For Product delivery
- For delivery updates provided to you
- For customer support
- For provision of relevant product information
- For Order processing
- To administer your Zilingo account with us
- To audit the downloading of data from Zilingo Website/App
- To improve/modify/customize website/application layout and/or design for the purpose of customization for better user experience
- To identify our users and visitors and carry out research on our users' demographics
- In the event that you accept that you have no objection to being provided with this information to send you information based on your interests and usage which we think you may find useful or which you may have requested from us, regarding our products and services.

### **For as long as either required to us by law or as relevant for the purpose stated above:**

- Browsing the Zilingo Application or Website will not require you to provide any personal details. You may remain anonymous and we will not be able to identify you unless you register and create an account with Zilingo using the process mentioned on the App
- Zilingo will not sell, share or trade your personal information collected online with third parties, except in the following cases:
  1. In case of relevant information being passed onto our third- party logistics partners or third- party payment partners as necessary, to process your order, payments and delivery. This would include, but may not be limited to, name, bank account / credit card / debit card, shipping address and other order related information.
  2. In order to personalize the Website/App for you and to be able to perform behavioural analytics. This would include, but may not be limited to certain personally identifiable information you provide us such as name, email, mobile phone number and information we collect as you access and use our service, including device information, location and network carrier
- Personal information collected online will be disclosed within our corporate group for internal use only
- We may also send you marketing and/or promotional materials which you can unsubscribe from at any time

By accepting these Terms and Conditions you agree and accept that all information provided by you will be true and accurate and will be kept up to date and that you will inform us of any changes in the same, which you can do by accessing your Zilingo Account. Information related to your orders is stored with us, but for security reasons, cannot be retrieved directly by us. However, you may access this and other account related/marketing/promotional information by logging into your Account on the App.

**User Undertaking:**

user undertake to treat the personal access data confidentially and not make it available to unauthorised third parties. User accept and agree that Zilingo cannot be held liable for misuse of passwords, unless such misuse is a result of our actions.

**ZILINGO's Undertaking:**

Zilingo will endeavour to ensure that all information collected from you is safely and securely stored. We will protect your personal information by:

- Restricting third party access to your personal information unless absolutely necessary; and
- Not retaining your personal information for any time period longer than required to fulfill the above purpose All payment related data is encrypted as per our third- party payment partners' policies, for further information, please contact our customer care team as detailed below.

**Exceptions:**

Zilingo is committed in its endeavor to comply with applicable laws governing the protection of personal data. However, in exceptional circumstances, if Zilingo is required by law to disclose personal information, specifically if the disclosure is deemed essential to prevent a threat to life or health, or for other law enforcement purposes, it will do so.

**Miscellaneous:**

When User visit Zilingo, the company's servers will automatically record the information that your browser sends whenever you visit our website. This information is collected to help us customize and/or improve our website/app and the services and experience we provide and will not be used in association or conjunction with any other personal information.

ZILINGO may also choose to use Google Analytics features of Display Advertising, including but not restricted to the following: Remarketing, Google Display Network Impression Reporting, DoubleClick Campaign Manager integration, and Google Analytics Demographics and Interest Reporting. However, you can use the Google Ads Settings (<https://www.google.com/settings/ads>), to opt out of Google Analytics for Display Advertising and customize Google Display Network ads. Further, ZILINGO FOR BUSINESS/ZILINGO may choose to use Remarketing with Google Analytics to advertise online; third-party vendors, including Google, may show ZILINGO FOR BUSINESS/ZILINGO ads on sites across the Internet. ZILINGO FOR BUSINESS/ZILINGO and Third-Party vendors, which may include Google, use first party cookies (such as the Google Analytics cookie) and third party cookies (such as the DoubleClick cookie) together to inform, optimize, and serve ads based on visitors' past visits to ZILINGO FOR BUSINESS/ZILINGO, as well as report how ad impressions, other uses of ad services, and interactions with these ad impressions and ad services are related to visits to ZILINGO FOR BUSINESS/ZILINGO. By accepting these Terms and Conditions you accept that ZILINGO FOR BUSINESS/ZILINGO reserves the right to modify and change this Privacy Policy at any time. We will endeavor to ensure that any changes to this policy will be made available immediately on the website and/or mobile application. If you have any **comments or suggestions, we would be pleased to receive them at [b2b.sales@zilingo.com](mailto:b2b.sales@zilingo.com). Our**

Privacy Policy complies with the applicable laws governing the protection of personal data and represents the industry's best practices.