

TEKKIE HELP PRIVACY POLICY

Tekkie Help Pte Ltd. is committed to ensuring that your privacy is protected. Should we ask you to provide certain information, then you can be assured that it will only be used in accordance with this privacy statement.

Tekkie Help's Privacy Policy sets out the basis for processing any personal data we collect from you or that you provide to us. Please read the following carefully to understand our practices regarding your personal data. By using our services and/ or website you are accepting and consenting to the practices described in this policy.

This policy is effective from May 2018.

Information we collect about you:

We may collect, use, store and transfer different kinds of personal data about you or your personnel which we have grouped together as follows:

- 1 **Technical Data**, including the Internet protocol (IP) address used to connect your computer to the internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website or for us to access your systems and any remote access codes.
- 2 **Identity Data** includes: first name, last name, title, date of birth and gender, your login information.
- 3 **Contact Data** includes billing address, delivery address, email address and telephone numbers, and the content of your communications such as information you give to us about you or your personnel, when requesting our products and services (including third party products), or completing a Master Services Agreement or a Hosting Services Agreement, or if you or one of our representatives complete an enquiry form, enter a promotion or survey, when you, or your personnel, speak to or communicate with one of our representatives, and when you report a problem with our products and services.
- 4 **Financial Data** includes bank account details.
- 5 **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- 6 **Marketing and Communications Data** includes your preferences in receiving marketing from us [and our third parties] and your communication preferences.

How is your personal data collected?

We use different methods to collect data from and about you, and your personnel, through:

- 1 **Direct interactions.** You may give us your Identity, Contact, and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - Discuss our services with us as a prospective client;
 - subscribe to our newsletters or publications;
 - request marketing to be sent to you;
 - complete a survey;
 - complete a form on our website;
 - enter a prize draw at an event;

- make a complaint; or
- give us some feedback.

2 **Third parties or publicly available sources.** We may receive personal data about you or your personnel, from various third parties and public sources as set out below:

- **Marketing and Communications Data.** We may on occasion use professional social media sites, such as LinkedIn, to contact you via that platform or share your content.

How is your personal data used?

The personal data that we collect and store relating to you is primarily used to enable us to provide our products and services to you, which we do as a processor under our Terms of Service with you/ your organisation. In particular, as part of our services we will use personal data you provide to us:

- To carry out our obligations arising from any contractual arrangements entered into between you and us, and to provide you with the information, products and services that you request from us.
- If you have selected the relevant service option, we may access your stored information strictly only for the purposes of providing you the services or products which you have requested.
- To notify you of changes to our services.
- To facilitate, in our capacity as a reseller, your purchase of certain third party products and services (such as Microsoft Hosted Solutions e.g. Office 365).
- We may combine the information you give to us with information which we collect about you and information which we collect about you. We may use this information and the combined information we collect about you for the purposes set out above. For example, if you purchase a third party product or service, that third party may provide us with information it holds on you in order for us to provide support services to you, or facilitate your renewal of such services.

We retain your data which we use to provide our services to you for such period as we have agreed with you.

Marketing

The information that we collect and store relating you is primarily used to enable us to provide services to you. In addition we may use the information to send you our regular newsletter, and we may contact you by email with information about goods and services of ours which are similar to those which you have purchased or negotiated with us about previously. By engaging with Tekkie Help you are agreeing to our Terms of Service and as part of this we may use your personal data to contact you by electronic means with information about other products and services of ours;

- We will always ensure that your personal data with respect and we will never sell or share it with other organisations for marketing purposes.
- We may ask you to confirm or update your marketing preferences over time, such as when you instruct us to provide further services in the future, or if there are changes in the law, regulation, or the structure of our business.

Opting out of marketing

You can ask us to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by Contacting us at any time.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please Contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosure of your Information

We may have to share your personal data with the parties set out below:

- External third parties in their capacity as our sub-contractors in providing our services to you, or anyone that you ask us to provide your details to.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy or under your contract with us.
- We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.
- The data that we collect from you is processed by staff who work either for us, or for one of our outsourced service providers. Such individuals or organisations may be engaged in, among other things, the fulfilment of your services, the processing of your payment details and the provision of support services. We take reasonable steps to ensure that our staff and suppliers protect your information, and are aware of their information security obligations. For example, each of our staff members sign a confidentiality agreement to govern and limit disclosure of client sensitive information to any third parties, and all staff are provided with guidance on how to deal with personal information.
- We do not sell, rent or trade your personal information to third parties for marketing purposes. We may, however, pass your primary contact details (email address and phone number) to a trusted third party who you have asked us to provide your details to.
- Where your personal information is disclosed to any of our outsourced service providers for these purposes, they will only have access to the information needed to perform their functions, and our contractual arrangements with them do not permit them to use your personal information for their own purposes. We also take reasonable steps to help ensure that they will keep the information secure and confidential and that they will process it in compliance with applicable data protection legislation.

Storing Your Personal Data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Any personal data that is provided to us is stored on our secure servers and/or those of the service provider hosting our site on our behalf.

We will retain your information only for as long as it is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. If you have any questions relating to our retention or destruction of your data, please contact us using the details set out in the Contact Us section below.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Changes to our privacy policy

We may change this Privacy Policy at any time. If we do, we will display a notice to this effect on the home page of our site for at least 30 days. If you use our services or access our site after we have published such a notice, you will be accepting the new policy. Where appropriate, we may also notify you of the changes to you by email.

Contact Us

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Operations Director at:

Tekkie Help Pte Ltd
74a Telok Kurau Lorong G
Singapore, 426265
Telephone: 81138682 | Email: support@tekkiehelp.com