

ARTRA

DATA PROTECTION & PRIVACY POLICY

General

Artra-official.com (“artra-official.com” or “**We**” or “**Us**” or “**Our**”) recognises the importance and sensitivity of any personal data we may collect from you from time to time and are committed to protect your privacy and to process your data in accordance with the Singapore Personal Data Protection Act (No. 26 of 2012) (the “**PDPA**”) and any other relevant legislation.

Please read this Data Protection Policy (“**Policy**”) carefully to ensure that you are aware of and understand what data we may collect from you, how we may use that data, how you can get in touch with us if you wish to limit our use of that data and more generally of the steps we take to protect your privacy.

How is the collected data used?

Our primary goal in collecting your personal data is to serve you better.

This includes:

1. Providing you with the services you have requested
2. Contacting you for feedback after the provision of our services

We may also use your personal data for purposes connected or relevant to our business, such as:

1. Complying with our legal obligations and requirements
2. Enforcing obligations owed to us

We may also use your personal data for purposes of marketing our products and services e.g. informing you of our latest activities, special offers and promotions. In order for us to market our products and services which are of special interest and relevance to you.

If you have contacted us with any complaints, feedback, comments or suggestions, we may use and disclose your personal data (including your contact history) to respond to you.

When using your personal data to contact you for the above purpose, we may contact you via regular email, fax, e-mail, SMS, telephone or any other means.

Disclosure of Information

We will not sell your data to third parties.

Security

All information gathered is stored in our secure servers and all precautions will be taken to ensure the information you provide is protected against unauthorised or unintended access. However, we cannot be held responsible for unauthorised or unintended access that is beyond our control.

Your Rights

If you do not accept the amended privacy policy or if you wish to withdraw any consent you have given us at any time, or if you wish to delete or have access to your personal data, you may contact us at:

Attention to: Elson Soh

Email: elson@artra-official.com

All requests for correction or for access to your personal data must be in writing to elson@artra-official.com. We will endeavour to respond to your request within 30 days, and if that is not possible, we will inform you of the time by which we will respond to you.

Governing Law

This privacy policy is governed by the laws of Singapore. You consent to submit to the exclusive jurisdiction of the Courts of Singapore in any dispute relating to this privacy policy.