

Privacy Policy

Chain Spirit Sdn Bhd ("Chain Spirit Sdn Bhd", "we", "our", or "us") is committed to protecting the privacy of individuals who visit our websites ("Visitors"), subscribe to our services ("Customers"). This Privacy Policy governs the collection, use, and disclosure of personal information we receive through our Services (as defined in the Terms of Service).

This Privacy Policy covers the data you share with us through any of our websites, including but not limited to www.chainspirit.com, ("Chain Spirit Websites" or "Our Websites") or our online, offline or mobile apps ("Chain Spirit Services" or "Our Services").

By using any of our services, you consent to our collection, use and disclosure practices, and other activities as described in this Privacy Policy. We encourage you to read this Policy before using any of our services. Your use of our services signifies that you agree with all terms of this Policy. Do not use any of our services if you disagree with any part of this Policy.

What information do we collect?

We collect and use the following information directly from you or through Our Services to provide, improve, protect, and promote our Services.

Usage Information. We collect information related to how you use Our Services and how you navigate Our Websites (such as event registrations, referrer information, web pages viewed, links clicked, or duration of browsing). We use this information to provide, improve, and promote our Services and our Websites.

Device Information. We collect information from and about the devices you use to access our Websites and Services. This includes things like IP addresses, the type of browser and device you use, the web page you visited before coming to our sites, and identifiers associated with your devices. For example, we use your device information to enhance the user experience on our Websites and Services as well as to identify and troubleshoot bugs.

Subscription Information. When you purchase our Services, we will require you to provide us your personal information (business name, billing details, mailing address, and quantity of users) for transaction purposes.

How do we collect information?

Mobile Application. When you use our mobile apps, we may collect certain information in addition to the information described elsewhere in this Policy. Our mobile applications may access the geographic location of a User's Device and OS identification, login credentials, language, and time zone. Mobile Applications may also collect information regarding Users' interaction with Mobile Applications, which Chain Spirit may use to provide and improve the Mobile Application services. Additionally, the application may contact the device storage location for storing attachments or access camera and photos to capture additional information for better service management for the Customer. We may ask you if you want to receive push notifications about activity in your account. If you have opted into these notifications and no longer want to receive them, you may turn them off under the settings of Chain Spirit applications for mobiles.

Integrated Services. You may be given the option to access or register for the Service through the use of your user name and passwords for certain services provided by third parties (each, an "Integrated Service"), such as through the use of your Google account, or otherwise have the option to authorize an Integrated Service to provide Personal Data or other information to us. By authorizing us to connect with an Integrated Service, you authorize us to access and store your name, email address(es) and other information that the Integrated Service makes available to us, and to use and disclose it in accordance with this Policy. You should check your privacy settings on each Integrated Service to understand what information that Integrated Service makes available to us and make changes as appropriate. Please review each Integrated Service's terms of use and privacy policies carefully before using their services and connecting to our Service.

Third-Party Sources. We may obtain information, including Personal Data, from third parties and sources other than the Service. These include publicly available sources of information on Facebook. They also include our partners, mutual connections, advertisers, credit rating agencies, and Integrated Services. This information may be collected to facilitate our understanding of who you are and your needs, as well as to help us improve our products and services. If we combine or associate information from other sources with Personal Data that we collect through the Service, we will treat the combined information as Personal Data in accordance with this Policy.

How do we use the information?

We will never disclose or share unless required to do so by law. We use your information for the following purposes:

To provide you with information about our products and services. We use the information – other than Client Data - to operate, maintain, enhance and provide all features of the Service, to provide the services and information that you request, to respond to comments and questions and to provide support to users of the Service. We process Client Data solely in accordance with the directions provided by the applicable Client or User.

To respond to your requests. We use your contact information and other information shared with us via email and over other channels like chat and phone to respond to your requests.

To improve our products and services. Your usage details such as time, frequency, duration, pattern of use, features used, and the amount of storage used might be recorded by us and used to improve the Chain Spirit Cloud service. We might use information for the following:

- To administer promotions you have entered.
- We post user testimonials on our website. These testimonials may include names, and other Personal Information.

Communications. We may use a Visitor's or User's email address or other information – other than Client Data – to contact that Visitor or User for:

(i) administrative purposes such as customer service, to address intellectual property infringement, right of privacy violations or defamation issues related to the Client Data or Personal Data posted on the Service

(ii) with updates on promotions and events, relating to products and services offered by us and by third parties we work with. You have the ability to opt-out of receiving any promotional communications as described below under “Your Rights and Access to Your Data.”

Whom do we share the information?

Except as described in this Policy, we will not intentionally disclose the Personal Data or Client Data that we collect or store on the Service to third parties without the consent of the applicable Visitor, User or Client. We may disclose information to third parties if you consent to us doing so, as well as in the following circumstances:

Unrestricted Information. Any information that you voluntarily choose to include in a Public Area of the Service, such as a public profile page, will be available to any Visitor or User who has access to that content.

Non-Personally Identifiable Information. We may make certain automatically-collected, aggregated, or otherwise non-personally identifiable information available to third parties for various purposes, including (i) compliance with various reporting obligations; (ii) for business or marketing purposes; or (iii) to assist such parties in understanding our Clients', Users' and Visitors' interests, habits, and usage patterns for certain programs, content, services, and/or functionality available through the Service.

Service Providers. We work with third party service providers who provide a website, application development, hosting, maintenance, and other services for us. These third parties may have access to, or process Personal Data or Client Data as part of providing those services for us. We limit the information provided to these service providers to that which is reasonably necessary for them to perform their functions, and our contracts with them require them to maintain the confidentiality of such information.

Law Enforcement, Legal Process, and Compliance. Please be aware that laws in various jurisdictions in which we operate may obligate us to disclose user information and the contents of your user account to the local law enforcement authorities under a legal process or an enforceable government request. In addition, we may also disclose Personal Information and contents of your user account to law enforcement authorities if such disclosure is determined to be necessary to protect Chain Spirit's rights, or for protecting the safety of our users, employees, or the general public.

How do we handle your Customer's data?

You may electronically submit data or information to the Services for hosting and processing purposes ("Customer Data"). Chain Spirit will not review, share, distribute, or reference any such Customer Data except as provided in Chain Spirit's Terms of Service, or as may be required by law. In accordance with Chain Spirit's Terms of Service, Chain Spirit may access Customer Data only for the purpose of providing Services or preventing or addressing service or technical problems or as may be required by law. Use and protection of Customer data is governed by the Data Processing Addendum.

How we store and secure the information?

All data collected will be stored onto our cloud database and we do not share data to any third part or affiliates.

Data Retention. We only retain the Personal Data collected from a User for as long as the User's account is active or otherwise for a limited period of time as long as we need it to fulfil the purposes for which we have initially collected it unless otherwise required by law. We will retain and use information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements as follows:

- The contents of closed accounts are deleted within 3 months of the date of closure.
- Backups are kept for 3 months.
- Billing information is retained for a period of 5 years.
- Information on legal transactions between Client and Chain Spirit is retained for a period of 5 years.

When we have no ongoing legitimate business need to process your Personal Information, we will either delete or anonymize it or, if this is not possible (for example, because your Personal Information has been stored in backup archives), then we will securely store your Personal Information and isolate it from any further processing until deletion is possible.

Your Rights and Access to Your Data

Chain Spirit acknowledges that you have the right to access your personal information. Depending on the country in which you reside, you may have the following data protection rights:

1. *Change or correct personal data.* You can manage your account, as well as edit some of your personal data, through your account settings page.
2. Similarly, if Personal Information is collected or processed on the basis of consent, the data subject can withdraw their consent at any time. Withdrawing the consent will not affect the lawfulness of any processing we conducted before your withdrawal. It should be noted that withdrawing your consent at any time will automatically withdraw your right to use our system as well.

We respond to all requests we receive from individuals wishing to exercise their data protection rights under applicable data protection laws in our best efforts. We may ask you to verify your identity to help us respond efficiently to your request. Please note we will retain and use your data, including server/backup copies, to comply with our legal obligations, resolve disputes, and enforce our agreements. We may decline to process change or deletion requests that require disproportionate technical effort or jeopardize the privacy of others.

Other Important Privacy Information

Social Media. If you post information on a public forum, we will assume you intend to make that information public. We may use your name to identify you with a posting in a public forum and may use your post on or in connection with our Service (e.g., when using a hashtag associated with Chain Spirit in a tweet or status update). Any information you share in a public forum is public information and may be seen or collected by other persons, including third parties that do not adhere to the standards set forth in this Privacy Policy. We are not responsible for events arising from the distribution of any information you choose to publicly post or share through our online services. Chain Spirit also supports third-party widgets on the website that allow users to share articles and other information on different platforms. These widgets do not collect or store any Personal Information from users on the website and simply act as a bridge for your convenience in sharing information.

Changes

Change of Ownership. In the event that Chain Spirit is involved in a bankruptcy, merger, acquisition, reorganization or sale of assets, your information will be transferred as part of that transaction. This Privacy Statement will continue to apply to your information after transferring to the new entity. Client Data may be physically or electronically transferred to an acquirer, or successor or assignee as part of any merger, acquisition, debt financing, sale of assets, or similar transaction, as well as in the event of an insolvency, bankruptcy, or receivership in which information is transferred to one or more third parties as one of our business assets, for the sole purpose of continuing the operation of the Service, and only if the recipient of the Client Data commits to a Privacy Policy that has terms substantially consistent with this Privacy Policy.

This Privacy Policy may be updated from time to time. If we make changes, we will revise this Privacy Policy to reflect such changes and revise the effective date included at the beginning of this policy. Your use of the Service following any such notice will signify and constitute your assent to and acceptance of such revised Privacy Policy.

Terms of Service

Please refer to our latest terms of service to learn about the disclaimers and limitations of liability governing the use of Chain Spirit.

Contact

If you have questions or concerns about Chain Spirit, our Services, Privacy Policy, please feel free to contact us directly at info@chainspirit.com.