

# Privacy Policy

Latest Updated: 26 December 2024

mindlounge™ ("we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and safeguard your personal data when you use our web platform ("Platform"). By accessing and using the Platform, you agree to the collection and use of information in accordance with this Privacy Policy.

Please read this Privacy Policy carefully to understand how we handle your personal information.

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## 1. Information We Collect

We may collect the following types of information:

### 1.1 Personal Information

When you register for an account or use the features of the Platform, we may collect personal information such as:

- Name
- Email address
- Mobile number
- Identification Number
- Certificates or other supporting documents

### 1.2 Usage Data

We may automatically collect information about how you interact with the Platform, including:

- Device information (e.g., model, operating system, unique device identifiers)
- IP address
- Log data (e.g., crash reports, access times, pages viewed)
- Platform usage information (e.g., features used, interactions, preferences)

## 2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, maintain, and improve the Platform and its features
- To personalize your experience and tailor content to your preferences
- To communicate with you (e.g., customer support, marketing communications, updates)
- To monitor and analyze usage to improve the functionality of the Platform
- To comply with legal obligations and enforce our terms and policies

### **3. How We Share Your Information**

We do not sell your personal information. However, we may share your information in the following circumstances:

- **Service Providers:** We may share your data with trusted third-party companies that help us operate the Platform (e.g., payment processors, analytics providers, cloud storage services).
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new owner.
- **Legal Compliance:** We may disclose your information to comply with legal obligations, such as a subpoena, court order, or government request.
- **Protection of Rights:** We may share your information to protect our rights, safety, and property, and those of our users.

### **4. Data Retention**

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required by law. When we no longer need your personal information, we will delete it in a secure manner.

### **5. Your Data Protection Rights**

Depending on your location and applicable laws, you may have certain rights regarding your personal information, including:

- **Access:** You can request a copy of the personal data we hold about you.
- **Correction:** You can request correction of any inaccurate or incomplete personal data.
- **Deletion:** You can request deletion of your personal data, subject to certain exceptions (e.g., for legal or business purposes).
- **Restriction:** You can request the restriction of processing of your personal data.
- **Portability:** You may request a copy of your data in a structured, commonly used, and machine-readable format.
- **Opt-Out:** You can opt out of receiving marketing communications from us by following the unsubscribe instructions in the emails or through your account settings.

To exercise your rights, please contact us at the details provided below.

### **6. Cookies and Tracking Technologies**

We use cookies and similar tracking technologies to enhance your experience, and analyze usage. Cookies are small text files stored on your device when you visit our Platform.

#### **6.1 Types of Cookies We Use**

- **Essential Cookies:** These are necessary for the operation of the Platform (e.g., to remember your login information).
- **Performance Cookies:** These collect data on how users interact with the Platform, allowing us to improve functionality.

You can control cookie settings through your device's settings or browser. Please note that disabling cookies may impact your ability to use certain features of the Platform.

## **7. Security of Your Information**

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of data transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

## **8. Third-Party Links**

The Platform may contain links to third-party websites or services that are not operated by us. We are not responsible for the privacy practices or content of these third-party services. We encourage you to review the privacy policies of any third-party websites you visit.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the updated Privacy Policy within the Platform or on our website, and the "Last Updated" date will be revised accordingly. Your continued use of the Platform after any changes signifies your acceptance of the updated Privacy Policy.

## **10. Contact Us**

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your data protection rights, please contact us at:

- Email: [macrolink.my@outlook.com](mailto:macrolink.my@outlook.com) (RE: mindlounge)

By using the Platform, you consent to the collection and use of your personal information as described in this Privacy Policy.