

PRIVACY POLICY

1. Introduction

- 1.1. AUDIOLOX GMH TECHNOLOGY PTE. LTD. (“Audiolox”, “we” or “us”) may collect, use, disclose or otherwise process personal data of our customers according to this Privacy Policy. This Privacy Policy applies to the <http://audiolox.io/> (the “Website”) and governs data collection, processing and usage in compliance with the Personal Data Protection Act 2012 of Singapore (“PDPA”). By using the Website, you consent to the data practices described in this statement.

2. Collection, Use and Disclosure of Personal Data

- 2.1. We generally do not collect your personal data unless (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorized by you to disclose your personal data to us (your “authorized representative”) or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorized by law). This Privacy Policy applies to all visitors to our Website.
- 2.2. We may collect and use your personal data for any or all of the following purposes:
 - 2.2.1. performing obligations in the course of or in connection with our provision of the services requested by you;
 - 2.2.2. verifying your identity;
 - 2.2.3. responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;
 - 2.2.4. managing your relationship with us;
 - 2.2.5. processing payment or credit transactions;
 - 2.2.6. sending your marketing information about our services;
 - 2.2.7. complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
 - 2.2.8. any other purposes for which you have provided the information;
 - 2.2.9. transmitting to any unaffiliated third parties including our third party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
 - 2.2.10. any other incidental business purposes related to or in connection with the above.
- 2.3. We may disclose your personal data:
 - 2.3.1. where such disclosure is required for performing obligations in the course of or in connection with our provision of services requested by you; or
 - 2.3.2. to third party service providers, agents and other organizations we have engaged to perform services requested by you.

3. Withdrawal of the consent.

- 3.1. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing.
- 3.2. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within ten (10) business days of receiving it.
- 3.3. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our services to you and we shall, in such circumstances, notify you before completing the processing of your request.

4. Access to and correction of personal data

- 4.1. If you wish to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing.
- 4.2. We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

5. Protection of personal data

- 5.1. To safeguard your personal data from unauthorized access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorized third party service providers and agents only on a need-to-know basis.
- 5.2. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

6. Accuracy of personal data

- 6.1. We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data in writing.

7. Retention of personal data

- 7.1. We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.
- 7.2. We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected, and is no longer necessary for legal or business purposes.

8. Changes to this Privacy Policy

- 8.1. Audiolox will occasionally update this Privacy Policy. Audiolox encourages you to periodically review this Privacy Policy to be informed of how Audiolox is protecting your information.