

Privacy Policy

This Privacy Policy outlines how **Eleos Web Pte Ltd** ("we", "us", "our") collects, uses, discloses, and protects personal data in accordance with the **Personal Data Protection Act 2012 (PDPA)** of Singapore and applicable international data protection standards. This policy applies to all of our software platforms, web applications, mobile apps, and related services ("Services").

1. Scope of this Policy

This Privacy Policy applies to all personal data collected through our websites, customer portals, mobile applications, APIs, and cloud-based software offerings. It governs our data practices across all products and services offered under **Eleos Web Pte Ltd**.

Supplementary privacy notices may apply to specific services or software, which will be provided at the point of data collection or within the relevant product documentation.

2. Information We Collect

We may collect and process the following types of personal data:

a. Information You Provide

- Full name, email address, contact number
- Company name, job title, and industry
- Billing, payment, and subscription data
- Login credentials and user preferences
- Any other information submitted voluntarily via our platforms

b. Information We Automatically Collect

- IP address, browser type, and device details
- System logs and usage metrics
- Location information (where permitted)
- Cookies and similar technologies

3. Use of Personal Data

We collect and use your personal data for the following purposes:

- To provision and manage your access to our Services
- To deliver technical support and resolve service issues
- To fulfil contractual obligations, including billing and payments
- To analyse system usage and improve product functionality
- To communicate product updates, security advisories, and service notices
- To comply with legal, regulatory, and compliance requirements
- To conduct internal audits, security monitoring, and fraud prevention

Marketing communications will only be sent if you have provided express consent.

4. Disclosure of Personal Data

We do not sell your personal data. We may disclose it to:

- Third-party service providers and subcontractors (e.g., hosting, payments, analytics)
- Regulatory or government authorities, when required by law
- Affiliates and subsidiaries for internal business operations
- Prospective buyers or investors in the event of a business transaction, merger, or acquisition

All recipients of your data are contractually obligated to protect it and comply with relevant privacy standards.

5. International Transfers

Your personal data may be transferred to and stored in countries outside of Singapore. In such cases, we will ensure that the data is afforded a standard of protection comparable to that under the PDPA, including the use of legally recognised transfer mechanisms.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable laws or regulations. Data that is no longer required will be securely deleted or anonymised.

7. Security of Your Data

We implement robust administrative, technical, and physical safeguards to protect your data against unauthorised access, disclosure, alteration, or destruction. These include:

- Encryption at rest and in transit
- Role-based access control
- Regular vulnerability assessments and audits
- Staff training on data protection policies

8. Your Rights Under PDPA

Subject to applicable law, you have the right to:

- Request access to your personal data
- Correct or update your personal data
- Withdraw consent to the use or disclosure of your data
- Request deletion of your personal data (where applicable)
- Lodge a complaint with the Personal Data Protection Commission (PDPC)

9. Use of Cookies and Similar Technologies

We use cookies and related technologies to enhance your user experience, analyze usage patterns, and deliver personalised content. You may disable cookies via your browser settings; however, certain features of our Services may not function properly as a result.

10. Product-Specific Notices

Certain software applications or services may include additional data collection or usage disclosures. These will be communicated through in-app prompts, product documentation, or supplemental privacy notices where relevant.

11. Updates to This Policy

We may revise this Privacy Policy from time to time to reflect changes in law, technology, or business operations. We encourage you to review this page periodically for the latest information. The effective date of the most recent version will be clearly indicated above.