

PRIVACY POLICY & COOKIES

POLICY

1. Acceptance of Policy

1.1. Ibeauty Plus Tech Sdn Bhd („IBP“) is responsible for processing your personal data obtained through www.ibeautyplus.io . IBP is committed to protecting the Privacy of all users (Customer and Partners and Agents) and visitors of the Platform and/or using its provided services.

1.2. It is important that you read this Privacy Policy together with any other applicable notices we may provide on specific occasions when we are collecting or processing personal data about you, so that you are fully aware of how and why we are using your personal data.

1.3. BY CLICKING OR CHECKING “SIGN UP”, “I AGREE TO IBP”s PRIVACY POLICY” OR SIMILAR STATEMENTS AVAILABLE AT THE IBP REGISTRATION PAGE, YOU ACKNOWLEDGE THAT YOU HAVE BEEN NOTIFIED OF AND UNDERSTOOD THE TERMS OF THIS PRIVACY POLICY AND THAT YOU HAVE AGREED TO THE COLLECTION AND PROCESSING OF YOUR PERSONAL DATA AS DESCRIBED AND UNDER THE TERMS HEREIN.

1.4. We may update this Privacy Policy from time to time. Any changes we make to this Privacy Policy in the future will be posted on this page and, where appropriate, notified to you by email, whereupon your continued use of our Services, access to the Platform or use of the Services, including placing Orders on the Platform, shall constitute your acknowledgment and acceptance of the changes we make to this Privacy Policy, as notified to you by email. Please check back frequently to see any updates or changes to this Privacy Policy.

1.5. IBP complies with all applicable laws and regulations regarding personal data protection. The personal data provided by users and/or visitors will be treated confidentially.

1.6. By visiting this Platform and/or using its provided services, you agree and give consent to the processing, use, and/or transmission by IBP of your personal data as described in this Privacy & Cookies Policy (PRIVACY Policy). If you do not agree to the terms of this PRIVACY Policy, please do not use this Platform and/or our services.

2. The Personal Data We Collect from You

2.1. Personal Data means any information, whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual. We may collect the following personal data from you:

2.1.1. Identity data, such as your name, gender, and date of birth, profile image;

2.1.2. Contact data, such as billing address, delivery address, email address, and phone numbers;

2.1.3. Account data, such as bank account and payment details;

2.1.4. Transaction data, such as details about payments to and from you, and other details of products and Services you have purchased from us;

2.1.5. Technical data, such as internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access the Platform;

2.1.6. Profile data, such as your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses;

2.1.7. Profile picture is used to personalize your user account within the app. It is visible to other users as part of your profile information.

2.1.8. Usage data, such as information on how you use the Platform, products and Services; and

2.1.9. Marketing and communications data, such as your preferences in receiving marketing from us and our third parties and your communication preferences.

2.2. During the course of your use of the Platform and the provision of the Services, we may receive personal data from you in the following situations.

2.2.1. When you create an account with us;

2.2.2. When you apply for any of our Services or purchase any products available on the Platform;

2.2.3. When you use any of the features or functions available on our Platform or Services;

2.2.4. When you subscribe to our publications or marketing collaterals;

2.2.5. When you enter a competition, promotion or survey;

2.2.6. When you log in to your account on our Platform or otherwise interact with us via an external service or application, such as Facebook or Google; and

2.2.7. When you interact with us offline, including when you interact with our outsourced customer service agents.

2.2.8. Voucher images may be collected for the purpose of redeeming promotional offers within the app. These images may be processed to verify and validate the eligibility for specific promotions or discounts.

2.3. You must only submit personal data which is accurate and not misleading and you must keep it up to date and inform us of changes. We shall have the right to request for documentation to verify the personal data provided by you as part of our customer verification processes.

2.4. We will only be able to collect your personal data if you voluntarily submit the personal data to us. Unfortunately, if you choose not to submit your personal data

to us or subsequently withdraw your consent to our use of your personal data, we may not be able to provide you with our Services or access to the Platform.

2.5. You may access and update your personal information submitted to us at any time as described below.

2.6. If you provide personal data of any third party to us, you represent and warrant that you have obtained the necessary consent from that third party to share and transfer his/her personal data to us, and for us to collect, use and disclose that data in accordance with this Privacy Policy.

2.7. If you sign up for IBP using your social media account or link your IBP account to your social media account or use certain other IBP social media features, we may access personal data about you which you have voluntarily provided to your social media provider in accordance with the provider's policies and we will manage your personal data in accordance with this Privacy Policy.

2.8. In addition, IBP may also keep track of general (non-personal) (visitor) data on this Platform as well as data a user voluntarily provides to IBP (including reviews, feedback and/or other information posted on the Platform, messages to Customer Service and/or e-mails).

3. Use and Disclosure of Personal Data

3.1. IBP agrees under no circumstances, to contact or solicit the existing clientele of the salon partner, present within the client list, unless it is on the behalf of the salon partner, via transactional or marketing communication.

3.2. Your (personal) data will enable IBP to provide you with access to the relevant parts of the Platform and supply you with the services you wish to use. It will also enable IBP to send booking confirmations to you and to contact you where necessary concerning its or Partner's services. IBP uses your (personal) data for the administration, the processing of your bookings and administration, support, improvement and further development of (the design of) this Platform and our services. IBP will also use your (personal) data for statistical and/or analytical purposes (including the click and visitor behavior on this Platform).

3.3. IBP may use your personal data to contact you (by email or phone) and ask for your opinion on the Platform and/or the services and to notify you about important developments and changes to the Platform and/or the services.

3.4. Where you have indicated accordingly, you agree that IBP may also use your personal data to contact you (by phone, mobile messaging (SMS, MMS, etc.) and/or by email) and let you know about other products and/or services that may be of interest to you.

3.5. Where you have indicated accordingly, you agree that IBP may also share your personal data with third parties (carefully selected by us) so they can contact you

(by phone or mobile messaging (SMS, MMS, etc.) and/or by email) about certain products and/or services that may be of interest to you.

3.6. In order for IBP's or Partner's services to be provided, you agree that IBP has the right to transfer to the Partner and to the payment service provider but not limited to (Senangpay) the information provided to it.

3.7. You can always object to the use of your personal data as described and you may withdraw your consent. You can do so by contacting IBP.

3.8. Recipients who no longer wish to receive IBP's newsletter or promotional e-mails can click a link called "UNSUBSCRIBE", which is included in all emails sent from IBP.

3.9. The use of your personal data is limited to the time necessary to comply with the duties provided by the applicable law.

3.10. The personal data you provide to us will be stored on IBP's servers. Access to your personal data is restricted to IBP staff members and staff members of companies who act for IBP for the purposes set out in this PRIVACY Policy or for other purposes notified to you from time to time in this Privacy Policy.

3.11. The personal data you provide to IBP may also be shared with third parties who act for IBP for the purposes set out in this PRIVACY Policy and for the necessary administration and implementation of this Platform and/or the services. Your personal data may be made available to IBP's data processing centers, IT service providers and/or other third parties for the administration, handling and processing of the bookings you placed, the (credit card) payments carried out through the Platform and/or support services. By providing IBP with your personal data, you agree to such a transfer to and use by third parties. IBP will always take steps to ensure that your personal data is treated in accordance with this PRIVACY Policy and that such use complies with all applicable laws and regulations.

3.12. IBP reserves the right to share your personal data, if (i) it is under a duty to comply with laws and regulations (ii) it is necessary to enforce IBP's General Terms and Conditions and any other agreement (such as the Partner's agreement and/or the Salon management software agreement), or (iii) to protect IBP's rights whatsoever.

4. Collection of Personal Data

4.1. We or our authorized service providers may use cookies, web beacons, and other similar technologies for storing data to help provide you with a better, faster, safer and personalized experience when you use the Services or access the Platform.

4.2. When you visit the Platform through your computer, mobile device, or any other device with internet connectivity, our company servers will automatically record data that your browser sends whenever you visit a website. This data may include:

4.2.1. Your computer or device's IP address;

4.2.2. Browser type;

4.2.3. Webpage you were visiting before you came to our Platform;

4.2.4. The pages within the Platform which you visit; and

4.2.5. The time spent on those pages, items and data searched for on the Platform, access times and dates, and other statistics.

4.3. This data is collected for analysis and evaluation in order to help us improve our website and the services and products we provide.

4.4. Cookies are small (text) files stored on your computer. IBP uses cookies through this Platform. Unless you set your browser to refuse cookies, IBP's system will issue cookies to your computer when you use this Platform. Cookies make it easier for you to log in on this Platform and use this Platform quicker and more efficiently. IBP uses cookies to monitor the data traffic and further personalize the content of this Platform for you. Be sure your browser settings are currently set to accept cookies only after confirmation or to completely refuse cookies. Please realize that when you set your web browser as such, you are unable to (fully) use some features of this Platform. Advertisers can also use cookies on or through this Platform. However, IBP does not control this. Cookies do not contain confidential information such as your name, home address, phone number and/or credit card or payment details. IBP does not share cookies with third party websites and/or external data suppliers.

4.5. You may be able to manage and delete cookies through your browser or device settings. For more information on how to do so, visit the help material of your browser or device.

4.6. Web beacons are small graphic images that may be included on our Service and the Platform. They allow us to count users who have viewed these pages so that we can better understand your preference and interests.

4.7. Your web browser also generates other information, including the language of the Platform you visited and your IP address. Your IP address is automatically stored on IBP's servers and used by it to collect visitor data from the Platform. IBP uses visitor's data for statistical analyses of the visitor and click behavior on this Platform and for the optimization of the design of this Platform and its services. IBP will not use your IP address to identify you in any way.

5. Updating Your Personal Data

5.1. It is important that the personal data you provide to us is accurate. You are responsible for informing us of changes to your personal data, or in the event you believe that the personal data we have about you is inaccurate, incomplete, misleading or out of date. You can update your personal data anytime by accessing your account on the Platform. If you are unable to update your personal data through your account, you can do so by contacting our Data Protection Officer via email at hello@ibeautyplus.io.

5.2. We take steps to share the updates to your personal data with third parties and our affiliates with whom we have shared your personal data if your personal data is still necessary for the above-stated purposes.

6. Accessing Your Information

6.1. You have the right to gain access to the personal data registered with IBP (“Access Request”). You can request IBP to provide you with the (personal) data. In order to facilitate processing of your request, it may be necessary for us to request further information relating to your request.

6.2. We reserve the right to charge a reasonable administrative fee for retrieving your personal data records. If so, we will inform you of the fee before processing your request.

7. Security and Data Retention

7.1. 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:

7.1.1. Restricting access to personal data to individuals who require access;

7.1.2. Maintaining technology products to prevent unauthorized computer access;

7.1.3. Deleting or anonymising your personal data in compliance with the standards mandated by applicable law, when it is no longer needed for any legal or business purpose; and

7.1.4. 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.

7.1.5. Your password is the key to your account. Please use unique numbers, letters and special characters, and do not share your password to anyone. If you do share your password with others, you will be responsible for all actions taken in the name of your account and the consequences. If you lose control of your password, you may lose substantial control over your personal data and other data submitted to Pretti. You could also be subject to legally binding actions taken on your behalf. Therefore, if your password has been compromised for any reason or if you have grounds to believe that your password has been compromised, you should immediately contact us and change your password. You are reminded to log out of your account and close the browser when you are finished with using a shared computer.

7.1.6. Unfortunately, certain risks are always involved in the transmission of information and the processing of personal data through the internet and it is not completely secure. Although IBP will take steps to protect your personal data, IBP cannot guarantee the security of your personal data transmitted through this Platform;

any transmission is at your own risk. Once IBP has received your personal data, it will use strict procedures and security measures to try to prevent unauthorized access.

8. IBP's Right to Disclose Personal Data

8.1. YOU ACKNOWLEDGE AND AGREE THAT IBP HAS THE RIGHT TO DISCLOSE YOUR PERSONAL DATA TO ANY LEGAL, REGULATORY, GOVERNMENTAL, TAX, LAW ENFORCEMENT OR OTHER AUTHORITIES OR THE RELEVANT RIGHT OWNERS, IF IBP HAS REASONABLE GROUNDS TO BELIEVE THAT DISCLOSURE OF YOUR PERSONAL DATA IS NECESSARY FOR THE PURPOSE OF MEETING ANY OBLIGATIONS, REQUIREMENTS OR ARRANGEMENTS, WHETHER VOLUNTARY OR MANDATORY, AS A RESULT OF COOPERATING WITH AN ORDER, AN INVESTIGATION AND/OR A REQUEST OF ANY NATURE BY SUCH PARTIES. TO THE EXTENT PERMISSIBLE BY APPLICABLE LAW, YOU AGREE NOT TO TAKE ANY ACTION AND/OR WAIVE YOUR RIGHTS TO TAKE ANY ACTION AGAINST IBP FOR THE DISCLOSURE OF YOUR PERSONAL DATA IN THESE CIRCUMSTANCES.

9. Third Party Sites

9.1. The Platform may contain links to other websites operated by other parties, such as our business affiliates, merchants or payment gateways. We are not responsible for the Privacy practices of websites operated by these other parties. You are advised to check on the applicable Privacy policies of those websites to determine how they will handle any information they collect from you.

10. Changes to our Policy

10.1. IBP reserves the right to make changes to this PRIVACY Policy. Any changes to PRIVACY Policy will be posted on the Platform. We recommend you check this PRIVACY Policy from time to time for the current version of IBP's PRIVACY Policy.

11. Contact

11.1. All comments, questions, complaints and/or requests relating to our use of your personal data and this PRIVACY Policy are welcome and should be addressed to Ibeauty Plus Tech Sdn Bhd. You can also contact us a hello@ibeautyplus.io .

