

# Privacy Policy

## Introduction

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This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You. It governs data collection, processing and usage in compliance with the Personal Data Protection Act of Malaysia (“PDPA”).

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

## Interpretation and Definitions

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### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Privacy Policy:

- You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to DIBIZ Pte Ltd, Singapore and its subsidiaries in other Countries.
- Affiliate** means an entity that controls, is controlled by or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest or other securities entitled to vote for election of directors or other managing authority.

- **Account** means a unique account created for You to access our Service or parts of our Service.
- **Website** refers to DIBIZ, accessible from <https://dibizglobal.com/>
- **Service** refers to the Website and customer acquisition, Supply Chain and sustainability platform
- **Country** refers to: Singapore, Malaysia
- **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
- **Personal Data** is any information that relates to an identified or identifiable individual.
- **Cookies** are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.
- **Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- **Supply Chain Data** refers to the data collected from documents like Purchase orders, Invoice, Delivery Copy etc.

## Collecting and Using Your Personal Data

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### Types of Data Collected

#### Personal Data

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Usage Data

When you contact us in connection with a request for information (offline or online), to provide you with support, we collect information necessary to fulfill your request, to grant you access to the product or service, to provide you with support and to be able to contact you. For instance, we collect your name and contact information, details about your request

and we may include client satisfaction survey information. We retain such information for administrative purposes, defending our rights, and in connection with our relationship with you.

Most information collected about you comes from our direct interaction with you. When you register for an event we may collect information and during an event, such as participation in sessions, survey results. We combine the personal information we collect to develop aggregate analysis and business intelligence for conducting our business and for marketing purposes.

### Usage Data

Usage Data is collected automatically when using the Service.

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, Location, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Location, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile device.

### Supply Chain Data

Data types:

1. Product and location data
2. Business transactions
3. Documents like Purchase order, Invoice
4. User-defined data types (like Quality params)

Unpriced Supply Chain data from Business documents such as Purchase Order are hashed (one-way encryption) and stored in Blockchain Ledgers on Nodes available with other authorized Clients of DIBIZ.

Business transaction data, including Purchase Orders (PO), Invoice and other Trade documents, are shared and visible **only** to the transaction partner involved in the specific exchange of the product instance.

### Traceability Data

Other stakeholders in the supply chain will be able to see the traceability data such as Transaction date, Company Name, Product, Quantity, Location, and Certification type of each hop from Source to destination of the Supply chain.

### Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Service.

You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Service.

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close your web browser.

We use both session and persistent Cookies for the purposes set out below:

#### **Necessary / Essential Cookies**

Type: Session Cookies

Administered by: Us

Purpose: These Cookies are essential to provide You with services available through the Website and to enable You to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services that You have asked for cannot be provided, and We only use these Cookies to provide You with those services.

#### **Cookies Policy / Notice Acceptance Cookies**

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies identify if users have accepted the use of cookies on the Website.

#### **Functionality Cookies**

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies allow us to remember choices You make when You use the Website, such as remembering your login details. The purpose of these Cookies is to

provide You with a more personal experience and to avoid You having to re-enter your preferences every time You use the Website.

For more information about the cookies we use and your choices regarding cookies, please visit our Cookies Policy.

### Use of Your Personal Data

The Company may use Personal Data for the following purposes:

- **To provide and maintain our Service**, including to monitor the usage of our Service.
- **To manage Your Account:** to manage Your registration as a user of the Service. The Personal Data You provide can give You access to different functionalities of the Service that are available to You as a registered user.
- **For the performance of a contract:** the development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with Us through the Service.
- **To contact You:** To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- **For Computer processing** of Content, including data transmission, data retrieval, data access, and network access to allow data transfer if required. Transformation and transition of Content as necessary to deliver the service.
- **To provide You** with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.
- **To manage Your requests:** Technical customer support involving Content at Customer request, including monitoring, problem determination, and problem resolution
- **Backup of Content**, Storage and associated deletion of content

### Retention of Your Personal Data

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen

the security or to improve the functionality of Our Service, or We are legally obligated to retain this data for longer time periods.

### **Transfer of Your Personal Data**

Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction.

Your consent to this Privacy Policy followed by Your submission of such information represents Your agreement to that transfer.

The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Policy and no transfer of Your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of Your data and other personal information.

### **Business Continuity**

Our Service has Business Continuity plans in place to provide for the recovery of both Services, and the associated data, within days in the event of a corresponding disaster.

### **Security of Your Personal Data**

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access. All the data is encrypted when transmitted by DIBIZ to any public networks.

DIBIZ requires all of its personnel authorized to Process Client Personal Data to commit themselves to confidentiality and not Process such Client Personal Data for any other purposes, except on instructions from Client or unless required by applicable law.

### **Deletion and Return of Content**

If requested prior to termination or expiration of the Service, DIBIZ will return a copy of Client Content that is accessible to DIBIZ within a reasonable period and in a reasonable format at Client's additional expense.

Client may also request removal of Content (including Client Personal Data) at any time prior to termination or expiration of the Service.

## Hosting and Processing Locations

Data Hosting Location

- Singapore

Data Processing Location

- Singapore
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# Disclosure of Personal Information

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Company will disclose or share your Personal Information, without notice, only if required to do so by law:

(a) comply with any legal requirements or comply with legal process served on Company or the Website;

(b) protect and defend the rights or property of the Company; and

(c) act under exigent circumstances to protect the personal safety of users of Dibizglobal.com, or the general public.

We may disclose your personal information to third parties:

(a) in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and

(b) if Dibizglobal.com or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets

Dibiz will notify the clients prior to disclosure, unless such notification is prohibited by law.

# Access to, Updating, and Non-Use of Your Personal Information

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Subject to the exceptions referred to in section 21(2) of PDPA, you have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please send an email to [admin@dibizglobal.com](mailto:admin@dibizglobal.com).

We want to ensure that your Personal Information is accurate and up to date. If any of the information that you have provided to the Company changes, for example if you change your email address, name or contact number, please let us know the correct details by sending an email to [admin@dbizglobal.com](mailto:admin@dbizglobal.com). You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

You have the right to ask us not to collect, use, process, or disclose your Personal Information in any of the manner described herein. We will usually inform you (before collecting your Personal Information) if we intend to use your Personal Information for such purposes or if we intend to disclose your Personal Information to any third party for such purposes. You can give us notice of your intention to halt the collection, use, processing, or disclosure of your Personal Information at any time by contacting us at [admin@dibizglobal.com](mailto:admin@dibizglobal.com).

## Links to Other Websites

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Our Service may contain links to other websites that are not operated by Us. If You click on a third party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Policy of every site You visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

## Changes to this Privacy Policy

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We may update our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page.

We will let You know via email and/or a prominent notice on Our Service, prior to the change becoming effective and update the "Last updated" date at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

## Contact Us

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If you have any questions about this Privacy Policy, You can contact us:



- By visiting this page on our website: <https://dibizglobal.com/>