

# 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 global data protection laws and regulations

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 LinkApp, accessible from <https://dibizlink.com/>

- **Service** refers to access to the platform’s core functionalities, customer acquisition tools, data processing capabilities, user account management, support services, and any updates, enhancements, or new features introduced by DIBIZ LinkApp.
- **Country refers to:** The jurisdiction in which you reside or from which you access our Service
- **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 analysing how the Service is used.
- **Personal Data** is any information that relates to an identified or identifiable individual.
- **Official Data** refers to company-related information provided by a user, such as organization name, email, address, and organisation type.
- **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).

## Collecting and Using Your Personal/Official Data

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### Types of Data Collected

#### Official/Personal Data

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

- Company name
- Business registration number
- Business address
- Industry type
- Email address
- First name and last name
- Address, State, Province, ZIP/Postal code, City
- Usage Data
- Contact numbers

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.

We collect information primarily through your direct engagement with our platform—such as when you create a profile, join networking events, or participate in platform activities. This data helps us enhance your experience, improve our services, and generate insights that support our operations. We are committed to protecting your privacy and do not share your personal or business information with third parties for marketing or analytics 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 services through a mobile device, we may collect limited technical information to optimize your experience. This includes your device manufacturer, API level, operating system, and a readable version of your device setup. We do not collect unnecessary personal or diagnostic data beyond what is essential for ensuring platform compatibility and performance.

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.

## 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.

## **Use of Your Official/Personal Data**

The Company may use your official and personal data for the following purposes:

- **To provide and maintain our Services**, including monitoring usage to ensure performance and reliability.
- **To manage your account**, including registration and access to features available to registered users.
- **To fulfil contractual obligations**, such as processing transactions or delivering products and services you have purchased or agreed to.
- **To communicate with you**, including via email, phone, SMS, or in-app notifications, regarding service updates, account activity, or other relevant information.

- **To process content**, including data transmission, retrieval, access, and transformation necessary to deliver the service.
- **To inform you about similar services**, offers, or events that may be of interest, unless you have opted out of such communications.
- **To provide technical support**, including issue tracking, resolution, and customer service interactions.
- **To manage content storage**, including secure backup and deletion in accordance with your preferences or legal requirements.

## Retention of Your Official/Personal Data

The Company will retain your official/personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy. This includes retaining data to comply with legal obligations, resolve disputes, and enforce our agreements and platform policies.

Usage data may be retained for a shorter duration, unless it is required to:

- Enhance the security of our services,
- Improve service functionality, or
- Comply with applicable legal, regulatory, or contractual requirements.

All data retention practices are governed by our internal policies and aligned with global data protection standards such as GDPR, CCPA, and other relevant frameworks . We regularly review our retention schedules to ensure data is not held longer than necessary and that user privacy is respected at every stage.

## Transfer of Your Data

Your information, including official and personal data, may be processed at the Company's operating offices and in other locations where the parties involved in data processing are situated. This means your data may be transferred to—and stored on—servers located outside your state, province, country, or other jurisdiction, where data protection laws may differ from those in your region.

By submitting your information and accepting this Privacy Policy, you consent to such transfers. Furthermore, we ensure that any third parties involved in processing your data are contractually obligated to comply with applicable data protection laws in their respective jurisdictions. This includes adherence to recognized frameworks such as the GDPR, CCPA, and other relevant local privacy regulations. No data transfer will occur unless adequate safeguards are in place to protect the confidentiality, integrity, and lawful processing of your information.

## Business Continuity

The Company has established Business Continuity plans to ensure the timely recovery of services and associated data in the event of a disaster or significant disruption. These plans are designed to restore critical operations within a defined recovery timeframe, typically within a few days, to minimize service interruption and data loss.

## Security of Your Data

The security of your data is important to us. While no method of transmission over the Internet or electronic storage is completely secure, we implement commercially reasonable and industry-standard measures to protect your official and personal data.

All data transmitted by DIBIZ LinkApp over public networks is encrypted to prevent unauthorized access. Once your information is received, we apply strict procedures and security features to safeguard it.

To further strengthen our security posture, DIBIZ Global employs **Zero Trust Network (ZTN)** tools and principles. This means:

- Every access request is continuously authenticated and authorized, regardless of the user's location or network.
- Access is granted based on least privilege, ensuring users and devices only access what is necessary.
- Anomalous behaviour is actively monitored and addressed to prevent lateral movement and privilege escalation.

Additionally, all authorized DIBIZ LinkApp personnel are bound by confidentiality obligations and are prohibited from processing client data for any purpose other than as instructed by the client or as required by law.

## Deletion and Return of Content

If requested prior to the termination or expiration of the service, DIBIZ LinkApp will provide the client with a copy of their content that is accessible to DIBIZ LinkApp. This will be delivered within a reasonable timeframe and in a commonly used format, subject to any applicable fees.

Clients may also request the deletion of their content, including personal or official data, at any time prior to service termination or expiration. Upon such request, DIBIZ will take reasonable steps to securely remove the specified content from its systems, unless retention is required by law or for legitimate business purposes.

## Hosting and Processing Locations

Data Hosting Location

- Singapore

Data Processing Location

- Singapore

## Disclosure of Personal/Official Information

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The Company will disclose or share your personal information, without prior notice, only when required to do so by law or under the following circumstances:

- To comply with legal obligations or respond to lawful requests, such as subpoenas or court orders.
- To protect and defend the rights, property, or safety of the Company.
- To act in urgent circumstances to protect the personal safety of users of our services or the general public.

We may also disclose your personal information to third parties in the following situations:

- In connection with a merger, acquisition, or sale of all or a portion of our business or assets, in which case your data may be shared with the prospective buyer or seller.
- If DIBIZ or substantially all of its assets are acquired by a third party, personal data held by us may be transferred as part of that transaction.

Where legally permissible, DIBIZ will notify clients prior to such disclosures, unless prohibited by law or regulatory obligations.

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

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You have the right to request access to the information we hold about you. If you would like a copy of your data, please contact us [contact@dibizlink.com](mailto:contact@dibizlink.com)

We are committed to ensuring that your information is accurate and up to date. If any of your details change—such as your name, email address, or contact number—please notify us by emailing [contact@dibizlink.com](mailto:contact@dibizlink.com). You may also request corrections or deletions of any inaccurate or outdated information.

You have the right to object to or restrict the collection, use, processing, or disclosure of your information as described in this Privacy Policy. We will inform you at the time of collection if your data will be used or shared for specific purposes. You may withdraw your consent at any time by contacting us at the email address above.

## Links to Other Websites

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Our services may contain links to third-party websites that are not operated or controlled by DIBIZ. If you click on a third-party link, you will be directed to that party's website. We strongly encourage you to review the privacy policy of every website you visit.

DIBIZ LinkApp is not responsible for the content, privacy practices, or policies of any third-party websites or services. We use the below third-party services

- Amazon Web Services Privacy Policy - <https://aws.amazon.com/privacy/>
- Firebase (Google) Privacy Policy - <https://policies.google.com/privacy>
- Zoho E-Sign - <https://www.zoho.com/sign/security.html>
- Hedera – <https://hedera.com/privacy>

## Use of Zoho for E-Signatures

We use Zoho to facilitate electronic signatures for document signing. When you use Zoho through our platform, the following applies:

1. Data Handling by Zoho
  - Zoho processes your data as necessary to provide the e-signature service. This may include your name, email address, and other required information.
  - Zoho's data practices are governed by their own Privacy Policy, which we recommend you review.
2. Document Storage and Deletion
  - Once the e-signature process is complete, the signed document is deleted from Zoho's servers.
  - A copy of the signed document is securely stored on DIBIZ servers for compliance and record-keeping purposes.
3. Data Security
  - All data transferred between DIBIZ LinkApp and Zoho is encrypted and handled securely.
  - Zoho employs industry-standard security measures to protect your data during the signing process.

#### 4. User Consent

- By using our services and opting to sign documents via Zoho, you consent to the transfer and processing of your data by Zoho as described above

## Changes to this Privacy Policy

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We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service offerings. When we make material changes, we will notify you by:

- Posting the updated Privacy Policy on this page,
- Updating the “Last Updated” date at the top of the policy, and
- Providing notice via email and/or a prominent message within our services, where appropriate.

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your data. Changes become effective once posted on this page unless otherwise specified.

## 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: [www.dibizlink.com](http://www.dibizlink.com) or email us at [contact@dibizlink.com](mailto:contact@dibizlink.com)