

PRIVACY POLICY OF PICKAGOO

www.pickagoo.com

Effective date: 1st December 2023

Section 1: Introduction

1.1 Overview Welcome to the Privacy Policy of pickagoo, operated by Rapico Pte. Ltd. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of your personal information. By using our Platform, you consent to the data practices described in this policy.

1.2 Commitment to Privacy We are committed to protecting your privacy and handling your personal data transparently and securely.

Section 2: Information Collection

2.1 Types of Data Collected

- **Personal Identification Information:** This includes your name, email address, telephone number, and any other information provided during account creation or transaction processing.
- **Transaction Data:** Information related to the delivery jobs you post or accept through our platform.

2.2 Methods of Collection

- **Direct Collection:** When you register on the platform, place an order, or interact with our services.
- **Indirect Collection:** Through the use of cookies and similar technologies to understand how you use our platform.

Section 3: Use of Collected Information

3.1 Purpose of Data Processing

- To provide and manage the services offered on the Platform.
- For customer support and communication related to your use of the Platform.

3.2 Legal Basis for Processing (GDPR)

- Under GDPR, processing is based on the necessity to fulfill our contractual obligations with you, comply with legal obligations, protect your vital interests, or for legitimate interests pursued by us.

Section 4: Information Sharing and Disclosure

4.1 Circumstances of Sharing

- To delivery agents for job execution.
- Compliance with legal obligations or in response to legal requests.

4.2 Protection of Shared Data

- We ensure all third parties adhere to strict data protection and confidentiality standards.

Section 5: Data Subject Rights (GDPR Compliance)

5.1 User Rights under GDPR

- Right to access, rectify, erase, restrict processing, and port your data.
- Right to object to processing based on legitimate interests.

5.2 Exercising Your Rights

- Steps to request access, correction, or deletion of your personal data.

Section 6: Data Protection and Security

6.1 Security Measures

- Implementation of industry-standard security measures to protect your data.

6.2 Data Breach Protocol

- In case of a data breach, we will take immediate steps to mitigate any harm and notify you and the relevant authorities when required.

Section 7: Cross-Border Data Transfer

7.1 International Transfers

- Information about the transfer of data outside of Singapore, if applicable.

7.2 Data Transfer Safeguards

- Use of appropriate safeguards for international data transfers, including standard contractual clauses for GDPR compliance.

Section 8: Third-Party Services

8.1 Use of Third-Party Services

- We may use third-party services (e.g., payment processors) to enhance our Platform's functionality.
- Details about third-party services used and the nature of their integration with our Platform.

8.2 Third-Party Privacy Policies

- We are not responsible for the privacy practices of third parties.
- Encouragement for users to review the privacy policies of third-party providers.

Section 9: Cookie Policy

9.1 Use of Cookies

- Explanation of how and why we use cookies and similar technologies on our Platform.
- Information on the types of cookies used (e.g., essential, performance, analytics).

9.2 User Control Over Cookies

- Instructions on how users can control cookie settings in their browsers.

Section 10: Compliance with Singapore's Personal Data Protection Act (PDPA)

10.1 Adherence to PDPA

- Assurance of compliance with Singapore's PDPA.
- Description of practices that ensure adherence to PDPA standards.

10.2 User Rights Under PDPA

- Detailing users' rights under PDPA, such as the right to access and correct their personal data.

Section 11: Compliance with GDPR

11.1 GDPR Measures

- Specific measures taken to comply with GDPR for European Union users.
- Information on additional rights provided under GDPR.

11.2 Data Protection Officer

- If applicable, contact details of the Data Protection Officer or the relevant point of contact for GDPR-related inquiries.

Section 12: Policy Updates

12.1 Notification of Changes

- Statement that the privacy policy may be updated from time to time.
- Assurance that users will be notified of significant changes.

12.2 Effective Date

- Indication of the effective date of the latest version of the privacy policy.

Section 13: Contact Information

13.1 Queries and Concerns

- Contact details for users to reach out with privacy-related questions or concerns.

Section 14: Consent and Acknowledgment

14.1 Consent to Policy

- Statement that by using the Platform, users consent to the collection and use of information as outlined in this policy.

14.2 Withdrawal of Consent

- Procedure for users to withdraw their consent to the processing of their personal data.