

REDRACKX PRIVACY POLICY

Effective Date: 14 September 2020

REDtone Digital Services considers the privacy and online security of our Service Users to be of utmost importance.

This Privacy Policy is meant to describe information REDtone Digital Services collects, uses, shares and stores when a customer visit our website “redrackx.com” and uses our services. We are committed to respect and protect the privacy of our customers and use your data to provide and improve our services. By using the Service, you agree to the collection and use of information in accordance with this policy.

We will not use or share your information with anyone except as described in this Privacy Policy.

Data Collected:

To configure your Service, we may require certain information related to the customer or organisation represented and that may include, but is not limited to, your email address, name, phone number, postal address, credit card information and other payment information. This information is needed for the purpose of providing the Services, identifying and communicating with you, responding to your requests/inquiries, servicing your orders, and improving our services.

Purpose of Data Collection:

The information we collect is used for but not limited to the following purposes:

- **Service Provisioning:** We acquire, store, use and process information to provide the Services to our customer(s), including to process transactions, authenticate identity when you log in, provide customer support, and operate and maintain the Services.
- **Customer Support:** We use the information to resolve technical issues our customer(s) encounter, to respond to your requests for assistance, to analyse crash information, and to repair and improve the Services.
- **Log Files:** As part of the service provision process certain information is automatically gathered and stored in log files. This information may include internet protocol (IP)

addresses, browser type, internet service provider (ISP), operating system, date/time stamp, and/or clickstream data.

Data Collected via Cookies and Tracking tools

We and our third party service providers use tracking tools, to collect information about customer(s), customer device(s), and customer use of the Services, like cookies, clear gifs, web beacons/web bugs and other technological methods. Through these tools the information collected may include computer/device operating system type, IP address, browser type/language, mobile device ID, device hardware type, the website or application visited/used, the parts of the Service accessed, the time spent on a page or feature. These Tracking Tools help us learn more about our users and analyse how users use the Service, such as how often users visit our Service, what features they use, what pages they visit, what emails they open, and what other sites or applications they used prior to and after visiting the Service.

Web Analytics Service

RDS may use web analytics services to improve the usability and design of our customer experience. These services may record anonymous mouse clicks, mouse movements, and scrolling activity, but we will never use them to collect personally identifiable information from you. We only use this data internally to help us understand and enhance your RDS experience.

Data Security

RDS adopts technical measures to secure your personal data and strives to implement reasonable, commercially acceptable security procedures and practices appropriate to the nature of the information stored. However, please be aware that no method of transmission over the internet, or method of electronic storage is 100% secure and is vulnerable to interception and thus we are unable to guarantee the absolute security of the Personal Information we have collected.

Law Enforcement and Disclosure of Data

RDS may share your Personal Information and Virtual Drive Data with law enforcement agencies in accordance with the relevant laws of the Government of Pakistan. RDS may also share data as part of a legal obligation, to comply with regulatory requirements, to protect the safety of users and to protect against legal liability.

Privacy Policy Revision

RDS reserves the right to revise the whole or any part of this Privacy Policy from time to time and will update the “Effective Date” accordingly. Please review the Privacy Policy periodically for changes.