

Privacy Policy

Version 2.0

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General

This Privacy Policy describes how Charterprime (collectively, the "Company" or "we") collects and uses information through our site www.charterprime.com and any other related sites and applications.

This Privacy Policy does not apply to websites operated by other organisations and third parties.

Charterprime recognises that the Client's privacy is very important and the Company is committed to protecting the personal information collected from you ("Client").

Collection

Types of Information Collected

Based on your interaction with the Company, the Company may collect and hold personal information about you, including information that can identify you, and is relevant to providing you with the services you are seeking.

If you access the Company's website(s), the Company may collect additional information about you in the form of your internet protocol (IP) address, login information, time zone, browser type and version.

Purpose of Collection

Generally, Charterprime will collect, use and hold your personal information for the purposes of:

- a) providing services to you or someone else you know;
- b) providing you with information about other services that Charterprime, related entities and other organisations that the Company has affiliations with, offers that may be of interest to you;
- c) facilitating Charterprime's internal business operations, including the fulfilment of any legal requirements; and
- d) analysing Charterprime's services and customer needs with a view to developing new or improved services.

Method of Collection

Personal information will generally be collected directly from you through the use of any of the standard forms (including the information you enter when you register to use Charterprime's website(s) and subscribe to Charterprime's services), over the internet, via email, or through a telephone conversation with you.

There may, however, be some instances where personal information about you is collected indirectly and added into the Company's database because it is unreasonable or impractical to collect personal information directly from you. Such third parties may include but is not limited to, business partners, sub-contractors, advertising networks, analytics providers, search information providers and credit reference agencies. Charterprime endeavours to notify you about these instances, but does not have the obligation to do so.

You provide information that personally identifies you when you open/register an account with Charterprime or when you send Charterprime an email. Besides, Charterprime may collect and hold your personal information, such as your name, address, telephone number, email address, credit card number or bank information to process your payments. Charterprime may also collect and hold additional information that you voluntarily provide, such as questionnaire responses and customer feedback.

The Company's website(s) uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you.

Charterprime uses cookies to monitor usage of the website(s) and to create a database of when you visited and accessed Charterprime's website(s), what pages you viewed, the frequency of visits, and so on, so that Charterprime may serve you more effectively.

Use and Disclosure of Your Information

Generally, Charterprime uses or discloses personal information about you for the purposes for which it was collected (as set out above).

In addition, Charterprime is required to disclose your information to service providers, to effect the services requested by the Client, and these third parties may store your information for compliance to their legal and other obligations. These service providers may not be required to comply with Charterprime's privacy policy.

Charterprime may share your personal information with members in the Company's group and other affiliated organizations, which means any subsidiaries, ultimate holding companies and its respective subsidiaries may receive such information, and contact you to provide you with information about services and various promotions.

You accept and consent that Charterprime may, from time to time, contractually engage companies for statistical and/or other purposes in order to improve the Company's business activities. Some or all of your personal data may be disclosed.

Failure to Provide Information

If the personal information you provide to Charterprime is incomplete or inaccurate, Charterprime may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Security

The Company's website(s) may also contain links to other websites. Charterprime will not be responsible for the privacy practices of linked websites and such websites are not subjected to Charterprime's privacy policies and procedures.

Charterprime stores your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to the Company. Charterprime will endeavour to take all reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

Access

You may access the personal information Charterprime holds about you, upon making a written request. The Company will try to acknowledge your request within 14 days of its receipt, and to provide you with access to the information requested within 30 days. There might be a fee imposed by the Company for processing your request.

The Company may decline a request for access to personal information in circumstances where it is in the best interest of protecting your information from being accessed by a third party.

If, upon receiving access to your personal information or at any other time, you believe the personal information Charterprime holds about you is inaccurate, incomplete or out of date, please notify the Company immediately. Charterprime will take reasonable steps to correct the information so that it is accurate, complete and up to date.

Feedback

If you have any queries or concerns about this privacy policy or the way Charterprime handles your personal information, please contact enquiry@charterprime.com