

## Privacy Notice

At MyDrive, we understand that in today's digitally connected and data driven world, sometimes it can be difficult to understand how your personal information is being collected and used. As part of our commitment to being transparent with our customers and business partners, we want to clearly explain about our data privacy practices and how we protect your privacy so that you can make informed decisions.

As we recognize the importance of protecting and safeguarding your personal information that you have entrusted to us, we have established privacy policies that defines and enforces the structure and accountability for secure and respectful collection, use and sharing of your personal information.

All our activities are underpinned by our T.R.U.S.T principles of being Transparent, respecting your Rights, Using of your personal data, implementing robust cyber Security practices and taking due care when data Transfer is required.

Please take a moment to make yourself familiar with our data privacy practices. Should you have any queries, feel free to reach us at [robi.mydrive@gmail.com](mailto:robi.mydrive@gmail.com).

Note that we may from time to time amend, modify, vary or update this Privacy Notice and such updated version shall be available at <https://www.mydrivebd.com/privacy> and you will be bound by such modifications, variations or updates.

## Information about Children

Individuals under the age of 18 are not permitted to use the Services without the supervision of a parent or legal guardian; (iii) we do not knowingly collect or solicit Personal Data from children under the age of 18 or knowingly allow such persons to register for an online account or to post personal information through the Services; and (iv) should we learn that

someone under the age of 18 has provided any Personal Data to the Services, we will remove that information as soon as possible.

## What personal data do we collect?

The types of personal data we collect or obtain may vary according to our relationship with a data subject (person whose data we collect) and may include the following:

- Contact information (such as name, address, email address and telephone number)
- Identification information (such date of birth, etc.)
- Demographic information (such as age range, gender etc.)
- Photographs, such as those that you may submit for contests or prize-winning competitions
- Rich Media data (such as picture(s), video(s), file(s), music, SMSs, call log and applications list).

## When do we collect your personal data?

We may collect or obtain your personal data:

- When you sign up/register for MyDrive.
- When you purchase & use our services (including through our call centers, and sales channels)
- When you contact us or register for information relating to our products and/or services or for any other purposes(s)
- When you communicate with us (such as IVR, USSD SMS, text messages or other digital channels, emails, questionnaires or surveys)

- When you use or interact with any of our digital applications, visit any of our websites or social media pages
- When you participate in any of our promotional events, incentives or loyal programs.
- Whenever you enable cookies,
- When you send My Drive an email or mail (to provide feedback or to ask a question regarding the Site or Services), any information contained in such communication is collected and retained in order to process your inquiries, respond to your requests, and improve the services.
- Whenever you use our Service, in a case of an error in the app we collect data and information (through third-party products) on your phone called Log Data. This Log Data may include information such as your device internet protocol ("IP") addresses, browser type, internet service provider ("ISP"), referring/exit pages, platform type, date/time stamp, and number of clicks. Log file information may be linked to your Personal Data and are kept in our archives for 1 year.
- When you decide to send a "tell-a-friend" email to another person (if such feature is provided), we will collect that person's email address or phone number in order to send the notification to that person. We may also collect your name, email address, and any personal message you decide to include in the communication, for the purpose of sending the invitation with our systems. Unless we note that we may send reminder messages to that person, we will not send additional messages to that person. In addition, we provide the option to opt-out of such messages as provided.

## Why do we collect your personal data?

Your personal data may be used or processed for the purpose of:

- Providing you with our products, services and/or offers which may be of interest to you
- Notifying you about benefits and changes to the features of our products and services
- Providing you with our latest offers, campaigns and promotions (where you subscribe to such updates)
- Sending you service messages about our subscription or account registration
- Using your data for participation in our customer surveys or meetings
- Compliance with laws and legal, contractual and/or regulatory obligations protecting or exercising our legal, contractual and/or regulatory rights and remedies
- Sending you information via telephone calls, text messages or other digital channels, emails, etc. or social media about products and services offered by selected third parties that we think may interest you
- Other legitimate purposes

## Who do we disclose your personal data to?

We may disclose your personal data:

- To third parties when disclosure is necessary or reasonable to protect our rights, protect your security, investigate fraud or respond to a law enforcement request
- To third parties (such as hosting services or support services).

- To our service providers, field engineers, contractors, subcontractors or any other third-party performing work on our behalf or at our instruction. These third parties are designated as Data Processors and are required not to disclose your Personal Data and not to use your Personal Data other than to provide the services requested. If a third party providing services on our behalf processes your Personal Data in a manner that violates Privacy Shield or GDPR Principles or laws of land, the third party is liable for damages.
- To our business partners for our marketing activities
- To third parties for credit checks and fraud management
- To third parties for research and development purposes
- To our dealers or agents
- To third parties for the purposes set out under "Why do we collect your personal data?"

## What are your rights?

We respect your rights and privacy by taking steps to ensure that your personal data is accurate, complete, not misleading and up to date. As a data subject of MyDrive, you have the following rights:

- Right to be informed,
- Right to access your personal data
- Right to correct/update your personal information you have provided to us.

We realize that your Personal Data is subject to change. You may edit your Account Data at any time (provided that it remains accurate) and the Contacts Data and Rich Media Data that we store will change whenever

you change it (either directly or via synchronization with another data source). If you wish to have MyDrive delete your Account Data, you may terminate your account at any time. If you wish to delete your Contacts Data and Rich Media Data, you may do so at any time. In the event you terminate the account, all your Personal Data will be completely destroyed within 40 (forty) days and won't be recoverable in any way.

Please note that we may not be able to provide you with access to personal information in certain circumstances, such as where access may be restricted as permitted or required by law.

## Transfers of Personal Data

We may transfer your personal data across geographical borders to other entities in compliance with law. Where your personal data has been transferred to members of our group of companies and/or to third parties located outside of Bangladesh, the transfer of your personal data is carried out under organizational, contractual and legal measures and with adequate levels of protection implemented as well as any additional local legal requirements for the parties receiving this information in order to safeguard your personal data.

## How do we store and protect your personal data?

We may collect and store your personal data in electronic or physical form, depending upon the requirement. Information may be stored at our and third-party premises within IT Systems (e.g. external cloud storage, internal or third-party management systems, e-mail, database, hard drives), document warehouses etc.

We endeavor, where practicable, to process your personal data in a safe environment by preventing any unauthorized or unlawful processing of personal data or accidental loss or destruction of, or damage to, such information. We have implemented various physical, technical and administrative security measures to protect your personal data and our network from unauthorized access. Some of these measures include:

- Encryption of data in transit or at rest
- Strict adherence to privacy and security practices
- Periodic security assessment and reviews to upgrade our practices
- Restriction of access to such data to personnel who have a need to know such data

## How long do we retain your personal data?

We will retain your personal data only for as long as such information is necessary for the purposes it was collected for. The retention period for personal data may also be affected by the requirements of applicable laws. In all cases information may be held for a) a longer period where there is a legal or regulatory reason to do so (in which case it will be deleted once no longer required for the legal or regulatory purpose) or b) a shorter period where the individual objects to the processing of their personal data.

## Consequences of not providing personal data

We may require collection of certain personal data about you and failure to provide such information may:

- Result in us being unable to process your application and/or provide you with our services
- Result in us being unable to respond to your requests on our products/services
- Limit or prevent access to certain features on our website/weblinks
- Result in us being unable to update you on latest updates regarding any promotions, our services/products or launches
- Result in your inability to receive invitation to promotional activities organized by us
- Negatively affect our ability to communicate with you
- Result in our ability to enter into a contract with you or a counter-party or continuing to contract with you or a counter-party.
- Negatively impact your chances of being selected for any potential employment, engagement or internship

By submitting personal data to us, you acknowledge that:

- I. You have read and understood this Privacy Notice and agree and consent to the use, processing and transfer of personal data as set out herein.
- II. All information and representation provided are true and correct to the best of your knowledge, and you have not knowingly omitted any relevant information

## Cookies Policy

### Our use of cookies



We use cookies on our website for a number of purposes. They help us provide you with a good experience when you browse our website and allow us to improve our site. **By continuing to browse our website, you are agreeing to our use of cookies.**

## What are cookies and why we use them

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.
- **Analytical/performance cookies.** They allow us to recognize and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users find what they are looking for easily.

## First-party cookies

This website will set some cookies that are essential for the website to operate correctly. These cookies, none of which capture personally identifiable information, are as follows:

- **JSESSIONID/validationKey** - these cookies identify your website session;
- **loginRetriesLeft/loginRetriesLeft\_Date** - these cookies are used to show a captcha after some failing login attempts.

## Third-party cookies

Our websites set several types of third-party cookie, and we do not control the operation of any of them. The third-party cookies that may be set include:

- **Google Analytics** - we use Google Analytics to collect data about website usage.

This data does not include personally identifiable information. You can view Google's privacy policy here: [www.google.com/policies/privacy/](http://www.google.com/policies/privacy/).