

This app is owned and managed by Software University (SoftUni) Global & SoftUni Indonesia (“SoftUni”, “we”, “us”, “our”). This privacy policy will be reviewed regularly to make sure they are up-to-date. As a user of our app (“you”, “your”, “customer”, “user”), we encourage you to check this page regularly, to make sure you are up to date with the changes.

ABOUT PRIVACY POLICY

Our Privacy Policy aims to explain how we appreciate, use, and collect your personal information which can be identified and obtained from each ongoing process. Every personal information that you submit through SoftUni’s website, mobile app, or offline activities will be at your own risk. By submitting your personal information to us, you are deemed to have given your consent to the disclosure referred to this policy as required.

SCOPE OF THE POLICY

This Privacy Policy is intended to communicate the use of your personal information collected from your visit to our website, mobile app, or offline activities. This Privacy Policy also includes our protection of your information that we share with our business partners, or personal information you provide to us through third party websites. This policy does not apply to websites, apps, and activities that we do not own/organize, or individuals that we do not employ.

WHAT WE COLLECT

- **Personal information you give:**
 - By placing an order on our website or app, over the phone, on email or in person, at an event, we may need to collect your name, email address, phone number, ID number, delivery address, and billing address. Additionally, we may require your debit or credit card details such as your card number, CV2 number and the card’s expiry date.

- By signing up to our app and newsletter, we will collect your email address, name, location, gender, age, and preferences relevant to our marketing research or products.

Please note: We do not accept any credit or debit card details over an email. If you send us your card details over an email, you will do this at your own risk. This email and any other linking emails that may reveal your card information will be destroyed immediately.

- **Personal information we collect:**

- By visiting our website, we may collect your personal information such as your IP or MAC address, location information, the browser type used, operating system, date and time of access, time length of viewing the page, which pages have been visited and how many times and other similar browser-generated information. This information is collected in the form of anonymous statistics by using cookies and similar technologies on our website. We will not be able to personally identify you by viewing this data. Please see our Cookie Policy for further information.
- By using our app, we may collect your personal information such as your IP or MAC address, location information, the device type used, operating system, date and time of access, and other similar browser-generated information. This information is collected in the form of anonymous statistics by using cookies and similar technologies on our app. We will not be able to personally identify you by viewing this data. Please see our Cookie Policy for further information.

- **Personal information we receive from other sources**

- By 'liking' our Social Media page or commenting on our posts we will be able to see your name, access your profile page and we may collect some information that may include your personal data. This principle applies across all social media channels such as Twitter, Spotify, Instagram, YouTube and other social media platforms and apps. Please note, the information we can access will be held by the respective social media platforms, who are responsible for your security and have their own

privacy policy, which you have agreed to. We encourage you to occasionally review these Privacy Policies to make sure you are happy with the way your personal information is processed and used.

WHY WE COLLECT YOUR PERSONAL INFORMATION

- **Personal information you give:**

- The lawful basis' under which we process your order, placed on our website, over the phone, in person, at an event, are contract and legal obligation. The data given to us enables us to process your order and dispatch the order to you, to help you with returns and repairs and to respond to your queries.
- The lawful basis under which we can send you e-newsletters after you have subscribed to receive our e-newsletters, is consent. To sign up to our newsletters you must state you have read our Terms & Conditions and Privacy Policy, and you are happy for us to send you any relevant marketing news such as information about products, events, discounts, SoftUni's updates, SoftUni's press coverage, and any other relevant marketing information. Occasionally, we may include relevant information about third parties or other companies in our newsletters. We will also send you an email if and when we make major changes to our policies and terms.

- **Personal information we collect:**

- When you visit our website, we have the lawful basis of legitimate interest to process your data to offer you the services you request and to offer you an enhanced website experience, such as showing you your recently viewed products. The collected data also enables us to display relevant ads and offers to you on third-party websites and social media platforms. Additionally, we use this data to analyze behavior on our website to improve our services to you. This data will be collected by using cookies and similar technologies. Please see our Cookie Policy for further information.

- When you using our app, we have the lawful basis of legitimate interest to process your data to offer you the services you request and to offer you an enhanced app and online shopping experience, such as showing you your recently viewed products. The collected data also enables us to display relevant ads and offers to you on third-party websites and social media platforms. Additionally, we use this data to analyze behavior on our website to improve our services to you. This data will be collected by using cookies and similar technologies. Please see our Cookie Policy for further information.
- **Personal information we receive from other sources**
 - By connecting with us on social media accounts, we collect data including location, age and language on the basis of a legitimate interest for us to develop an understanding of our audience, and to help us to improve our content and services to you. This information does not enable us to personally identify you. We will be able to see the name you use on your social media account and access your profile if you engage with us on the social media platform by sending us a message, “liking” or commenting on our post(s), or by following us.

HOW WE SHARE YOUR PERSONAL INFORMATION

- **Personal information you give:**
 - Your personal data may be shared with some service providers who help us to operate our website, process your orders and deliver them to you. These third-party companies will be our payment providers, IT support, website developers, and couriers.
 - If you sign up to our app or newsletters, some of your personal data will be stored on a third-party platform who provide subscription collection and email marketing services to us. We may also share this data with social media channels, advertising networks and other third parties for advertising purposes.

- **Personal information we collect:**

- Some of your personal data, collected by our cookies and other similar technologies, will be analysed using Google Analytics and similar platforms to enable us to understand how well our website and app is performing, how it is being used, how well our advertising works, what are our most popular products and similar information. This helps us to improve our website and app performance, the products and services we offer, as well as our advertising campaigns and targeting. This data may be accessed by a third-party company who provides online advertising services on our behalf. To protect your data, we will have contractual agreements in place with the third-party company providing these services to us.

- **Personal information we receive from other sources**

- By engaging with us on social media, we have will have access to some of your personal data and we may collect some information that may include your personal information. We may give third-party companies, who provide online advertising on our behalf, access to our social media accounts to fulfil their tasks. Additionally, we may sometimes allow some influencers and bloggers to take over our social media channel for a limited time to provide us content.

- **Additional Information**

- If you take part in our surveys, some of your personal data will be stored on a third-party data storage facility providing this service to us.
- We are carefully maintaining the confidentiality of your personal information. Thus, the information you provide to us will only be used for the benefit of the academic process. If we require your personal information after the academic process ends for the needs of an advanced program, we will first request your approval to provide your information to third parties who are our business partners.

- Where we share your data with relevant third-party companies, we will have contractual agreements in place to ensure your data is protected. In exceptional circumstances we may need to share your personal data with certain regulatory bodies, government or enforcement agencies.

HOW WE SHARE YOUR PERSONAL INFORMATION

Confidentiality of your personal information is the most important thing to us. Therefore, we have implemented specific technology and policy that aim to protect your personal information from unauthorised access and improper use. Even though these measures will be updated constantly, we cannot fully guarantee that our system is totally penetrable by unwanted activities. It is important to know that you must not disclose your password to anyone and always maintain the security of your device.

WHO WILL BE RESPONSIBLE FOR YOUR PERSONAL INFORMATION

Your personal information is under the control of SoftUni Indonesia, a social enterprise that is legally established under the of Republic of Indonesia, located at Jl. Prof. DR. Soepomo No.73, Daerah Khusus Ibukota Jakarta 12870. Afterward, your personal information will be processed in Indonesia.

CHANGES ON PRIVACY POLICY

Changes on Privacy Policy are possible to happen at any time. If there is any change, we will publish the change on this page and put our best effort to inform you through email if there is any significant change. To prevent any misinformation that may lead to conflicts, we encourage you to check our privacy policy on a regular basis.

COOKIES

Cookies are small data files that your browser places on your computer or device. Cookies help you to use our services that are related to your academic activities by

remembering your preferences which remain as your default settings when you revisit our website, and to protect your personal information. They may also be used to compile aggregate information about areas of our website that are visited most frequently. Although there are websites that provide the option to turn off cookies, we suggest you to keep activating this feature. By doing so, this set of information can be used to enhance the content of our website and to provide you better experience in using our service.

THIRD-PARTIES WEBSITE OR APP

Please note, our website and app may contain links to other third-party websites and social media accounts. We have no control over how those third-party sites and platforms collect and use your personal data and encourage you to read their privacy policies upon your visit carefully.

POLICY FOR CHILDREN

None of our services are intended for children, including this app. We do not knowingly collect any personal information from any children under the age of 13. You must be at least 13 years old to purchase on our app, over the phone or email, in person in our showroom or at an event; to register for an account, subscribe to our newsletter or to provide any personal data to us in any other way.

CONTACT US

If you have any questions or requests about our Privacy Policy, please kindly contact us by sending email to info@softuni.id.