

# PRIVACY POLICY

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Petrojam Limited ("Petrojam") is committed to protecting the privacy and confidentiality of its customers' personal information. Petrojam has therefore adopted this privacy policy to comply with its obligations under current data protection legislation. This policy briefly describes how we collect, hold, use and whenever necessary, disclose the information of customers who utilize the MySalesOrder Web Portal ("Web Portal").

## What information do we collect?

When you access our services through our Web Portal, the following information may be recorded:

- Name
- Email Address,
- Log-in information

## How do we use the information?

We may use the information we collect from our customers in connection with the services we provide for a range of reasons, including to:

- provide, operate and maintain the products and services offered via the Web Portal;
- process and complete transactions, and send related information, including transaction confirmations and invoices;
- manage our customers' use of the services, respond to enquiries and comments and provide customer service and support;
- send customers technical alerts, updates, security notifications, and administrative communications;
- to bill your credit card for our fees;
- verify customers identity;
- investigate and prevent fraudulent activities, unauthorised access to the Web Portal, and other illegal activities;
- to administer the Portal and for internal operations, including troubleshooting, data analysis, testing, statistical and survey purposes;
- to improve the Portal to ensure that content is presented in the most effective manner for you and for your computer;
- for trend monitoring, marketing and advertising purposes related to the products and services offered via the Web Portal;
- for compliance purposes, for example, to comply with Know Your Client(KYC) and Anti Money Laundering(AML) laws;
- as part of our efforts to keep the Portal secure and to enhance the customer's experience while using the Web Portal;
- to track your use of the Web Portal in order to improve its design, functionality and effectiveness;
- for any other purposes made clear to you at the time you submit your information.

## Information Sharing

Petrojam does not sell, rent or lease its customer lists to third parties. Petrojam may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Petrojam may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. We may share your information with third party vendors, consultants and other service providers who we employ to perform tasks on our behalf. Petrojam may also share your information with third parties providing services to us, such as financial institutions, and agents and sub-contractors acting on our behalf. All such third parties are prohibited from using your personal information except to provide these services to Petrojam and they are required to maintain the confidentiality of your information. Petrojam may share your information for compliance purposes to national law enforcement agencies in other countries if requested to do so for compliance purposes. If false or inaccurate information is provided on the Portal and/or fraud is identified or suspected, details will be passed to fraud prevention agencies. Law enforcement agencies and other organisations may access and use this information. In the event that any additional authorised users are added to your account on the Web Portal, we may share information about the use of the account by any authorised user with all other authorised users.

## Consent

By using the Web Portal, you consent to the data practices described in this statement. Petrojam will also rely on the following actions as indications of your consent:

- Your voluntary provision of personal information to Petrojam;
- Your express consent or acknowledgement contained within a written, verbal or electronic application process;
- Your consent solicited by Petrojam for a specified purpose; or
- Your consent given through your authorized representatives.

If you wish to withdraw consent or discuss the implications of such withdrawal, please contact us. In some circumstances, legal requirements may prevent you from withholding consent. Your decision to withhold consent may also limit your ability to access the Web Portal.

## Right to Access and Correct Personal Information

Except in limited circumstances described in the applicable legislation, you are entitled to access, through a written request, the personal information collected by Petrojam. You may verify this personal information and request that any inaccurate information be corrected.

## Retention

Petrojam will only retain your personal information as long as it is necessary, including updating the product or service offered via the Web Portal or as required by law. When we destroy the information, we will take reasonable steps to prevent unauthorized parties from gaining access to the information during the process.

## Security of Customer Information

Petrojam maintains appropriate technical and organization safeguards to protect customer information against loss, theft, unauthorized access, disclosure, copying, use or modification. When sensitive information (such as a credit card number) is transmitted to the Web Portal, it is protected through the use of Secure Server Locket technology.

## **Cookies**

Petrojam will not use cookies in the collection of data. The users will willingly provide all information.

## **Changes to this Policy**

Petrojam will occasionally update this Privacy Policy to reflect company and customer feedback. We reserve the right, at our discretion, to change this Privacy Policy at any time. We encourage you to periodically review this Privacy Policy to be informed of how Petrojam is protecting your information. Your continued use of the Web Portal after changes to the Privacy Policy have been made will be treated as your acceptance of those changes.

## **Contact Information**

Petrojam welcomes your comments regarding this Privacy Policy. If you believe that we have not adhered to this Policy, please contact us at [marketing@petrojam.com](mailto:marketing@petrojam.com) . We will use commercially reasonable efforts to promptly determine and remedy the problem.