Welcome to Öpet!

Your privacy is important to us. We value the information you have provided us or permitted us to collect. We strive to protect your privacy while providing you with the best service and experience we can provide. All such personal information in our possession is valued and is collected, used, disclosed and protected in accordance with the Singapore Personal Data Protection Act 2012 ("PDPA") and other applicable laws and regulations.

This Privacy Policy applies to all websites on which this Privacy Policy or a link to this Privacy Policy appears, as well as all our activities to the extent that you have been notified that such activities are subject to this Privacy Policy. By carrying out such an activity, you are deemed to agree to the terms of this Privacy Policy and have obtained any consent, including parental consent, required. Please review this Privacy Policy carefully prior to carrying out such activities or otherwise providing any personal data.

Öpet Pte Ltd, Öpet Foundation Ltd, including their subsidiary and affiliated companies ("Öpet/Company/We/Us/Our"), collects, processes, stores, and uses your information as a data controller in connection with, and in order to provide and develop, Öpet’s platforms, services and websites (together referred to as the “Services”) in accordance with this privacy policy ("Privacy Policy").

All of our Services, whether used on mobile devices, PCs or other platforms, including but not limited to Öpet platform and its products, features, apps, services, technologies and software, are governed by this Privacy Policy.

By using the Services or registering through any means, you hereby consent to this Privacy Policy and be legally bound by the same.

This Privacy Policy is effective as of February 15, 2019 and was last modified on February 15, 2019 and may be updated from time to time.

Contact Us

If you have any questions, comments or concerns regarding our Privacy Policy and/or practices, please contact us:

Address: 100 Jalan Sultan, #03-36, Sultan Plaza, Singapore (199001)

Email: support@opetbot.com

Part 1 – How we collect your information

Öpet collects some information from you when you: (a) create an account, (b) use Öpet’s Services, (c) make a purchase within our Services, (d) create user-generated content, (e) watch advertisements within our Services, (f) sign up for a newsletter, (g) contact Öpet customer service and take part in technical-support sessions, (h) enter a contest or participate in an event held by Öpet, (i) chat with other users of the Services, (j) signal interest in participating in a test, (k) share or contribute to our social-media channels and other community websites, or (l) apply to a job.

Part 2 – Information we collect

Öpet collects only adequate and relevant information limited to the purposes defined hereunder.

a – Information you provide us

- name, age, date of birth, address and contact details;
- Your username and password
• Profile information (including a profile picture)
• Information that you provide when seeking help from our customer service (such as chat logs and customer-support tickets)
• Information or documents that you upload to Öpet
• Social media profile that you provide
• Other information you provide us (such as information used to identify a lost account)

b – Information we collect automatically directly from you when you use our Services
• Information about your progress, activities and usage
• Information about your interactions with other users
• IP address and device identifiers (such as your device ID, advertising ID, MAC address, IMEI)
• Information about your device (such as device name and operating system, browser information, including browser type and the language you prefer)
• Information we collect using cookies and similar technologies
• General geolocation information
• Precise geolocation information (GPS)
• Öpet user ID

c – Information we obtain from our partners
• Information obtained from social media accounts that are used to log into our app or connected to our app, including your account name, profile picture, age, gender, contact information for friends, or any other information available from such social media accounts
• Information from billing and payment partners (if you subscribe to in-app purchases)
• Information from other partners and/or for advertising and analytics purposes, so we can provide you with better Services

Part 3 – How we use your information

We primarily use the information to provide you with a better user experience, but we also use your information, both individually and combined, as follows:

To operate our business and to enhance your user experience, including to:
• provide you with the Services that are suitable to your age and compliant with the applicable laws of your country of residence
• provide user experiences that you may like and functionalities you have subscribed to
• track your use of the Services to help us learn more about your user activities and understand your preferences and tendencies, so that we can personalise your experience, provide you with in-app offers and notifications that are tailored to you, and otherwise enhance your user experience
• facilitate sharing on social networks
• register your participation in a contest/event and contact you in case of prizes
• offer you the opportunity to take part in app-testing
• protect against cheating, crime or fraud, or for other security reasons
• identify and fix bugs and service errors
• use it for administration, analytics, research, and optimisation
• compile statistics
• we may aggregate data collected through the Opet Platform and may use and disclose it for any purpose, including to potential business partners
• for business purposes, such as audits, security, compliance with applicable laws and regulations, fraud monitoring and prevention
• comply with all regulatory and legal requirements, and answer any requests from Data Protection Authorities or any law-enforcement agency

To provide you with support, communicate with you and respond to any requests or questions you have submitted through our customer support.

To personalise our communication with you, including to:

• handle your subscription to, and opting-out of, our newsletters
• contact you to promote our Services and other items we may offer
• send you, with your prior consent, promotions or marketing materials (we will provide you with the opportunity to opt out of receiving such materials in the future)
• provide you with advertising that better suits your interests and profile and is age-/gender-appropriate and targeted to your general location
• serve and measure the effectiveness of advertising
• collect any personal information you may disclose through messages you choose to send to another user or defined group of users through our message, chat, post or other in-app function, as well as to collect necessary personal information of the user(s) you are contacting, in order to facilitate the communication (Note: We will never collect any information sent outside of the functionality of our Services, including through emails or text messages)
• personalise your content and offers
• send you push notifications (if you choose to allow that function)—only for users 13 years old or older in the United States (16 or older in Europe)

For some purposes described above, Opet may use and perform analytics. Analytics information supports business analysis and operations, allows product development, improves products and Services, personalises content, provides advertising, and makes recommendations.

Part 4 – How we retain your information

When you give us personal information, we take steps to make sure that it’s treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with software.

Non-sensitive details (your email address etc.) are sent normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password or private hash key which enables you to access certain parts of our Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.
When we use third parties to assist us in processing your personal information or credit card information, we take reasonable steps to require that they comply with this Privacy Policy and otherwise protect your personal information (including any credit card information).

If there is a breach of security involving your personal information, including credit card information, from our Services, we will inform you immediately according to your local regulations relating to the notification of information breaches, and take commercially reasonable steps to rectify such breach.

**Part 5 – How we share your information**

**With Öpet entities**

In order to operate the Services, your personal information may be transferred to subsidiary and affiliated companies, processors or third parties located worldwide as described in the subsequent section.

**With third parties**

In the course of providing our services and products to you, we may need to disclose your personal data with external organisations. The reasons for which we may disclose your personal data are set out above. The possible parties we may share your personal data with include our group companies, our affiliates, partners, principals, third party service providers (for the purpose of providing us administrative or marketing support), and governmental or regulatory authorities. If any of our businesses are sold or transferred to another entity, your personal data may be transferred along with the business.

In the event that any of the above parties receiving your personal data are located or are operating internationally, we will take reasonable steps to ensure that the overseas recipient provides a standard of protection to your personal data so transferred that is comparable to the protection under the PDPA and other regulations, where applicable. We use third-party services that have limited access to your information for specific purposes, such as administration, analytics, optimisation, advertising, prize delivery, marketing assistance, customer service, and data analysis. They assist us with our operations.

Such third parties are authorised to use your information for these purposes only.

Please be aware that while using our Services, users can follow links to other third party sites or use social sharing features such as “Share” or “Like” on Facebook or other third-party social network sites, may be exposed to third party advertising content that are beyond our sphere of influence. We are not responsible for the content or Privacy Policy of these other sites.

You should visit the policies of such third parties for more information about their information-collection practices.

**With authorities**

We reserve the right to report to law enforcement agencies activities that we, in good faith, believe to be illegal. We will investigate or take action to counter illegal activity, suspected abuse or unauthorised use of the Services, or to protect the property or safety of others. We also may disclose your information if required by any law or court order worldwide, if the information relates to actual or threatened harmful conduct.

In that case, we will consider applicable local laws, the nature of the order, as well as the legitimacy and proportionality of your information.

**In case of sale of our company**

In connection with any sale of our company or any line of business (including the assets relating thereto), customer information generally is one of the transferred business assets. In the event of any such sale or disposition of any or all of our business, your information may be transferred to the acquirer.
Part 6 – International operations and transfers of your information

As part of our international operations, we may transfer personal information to our affiliates (which means subsidiaries, parent companies, joint ventures, and other corporate entities under common ownership) from time to time for our legitimate business purposes.

Ôpet is headquartered in Singapore, and we may have operations, entities and Services provided throughout the world. We have taken measures to ensure that your personal information is treated securely and lawfully, and that it receives an adequate level of protection in the jurisdictions in which we process it.

Part 7 – Children

We encourage parents to instruct their children about privacy and the way they use their information on the Internet. Children should never disclose their name, address or phone number, or any personal information, without their parents’ prior permission.

We consider a user to be a child if they are under the age of 13, unless more stringent regulation applies in their country of residence. In EU countries, users under the age of 16 are considered children, unless the data protection regulation of their country of residence specifies another age.

No personal information should be submitted to Ôpet by users under the minimum legal age required in their country of residence. You should obtain all necessary consent prior to using our Services.

Part 8 – Your rights

If you would like to request a copy of the personal information that we hold about you or update or withdraw your consent for us to collect, use and/or disclose your personal data, please contact us and we will provide you with the prescribed form for you to fill out and submit to us. Please note that it may take up to 45 business days after receipt of your form for us to process your request. To preserve the confidentiality of your information, we must be sure to correctly identify you. For this reason, please provide us with a copy of an official document that can prove your identity. This copy will be safely destroyed within two months of your request being received and closed.

You represent and warrant that all information you provide to us is true and correct, and relates to you and not to any other person.

If you have previously consented to any direct marketing communication from us or subscribed to our newsletters, you can unsubscribe by clicking on a link available in each communication and newsletter we send you.

Please note that app functionality, Services and features can be affected by the information you choose to provide. Some of your information and its processing is mandatory for Ôpet to provide the Services.

Your actions can oblige Ôpet to stop providing the Services.

Part 9 – Changes to our Privacy Policy

We reserve the right to change this Privacy Policy at any time. In the event that we make material changes to this Privacy Policy, they will be re-posted in the “Privacy” section of our websites and apps with the date the modifications were made indicated at the top of the page. Therefore, please review this Privacy Policy from time to time so that you are aware when any changes are made to it. Your continued use of the Services after such change(s) constitutes your acceptance of any such change(s), and if you do not accept any changes, you may choose not to use the Services or opt out by sending us appropriate notice.
Our Services operate AS IS, and we do not represent or warrant that our Services will be available at all times, or that your use of the Services will be uninterrupted or error-free. We are not responsible for your ability to access the Services or for matters beyond our control. This Privacy Policy is governed by the laws of your country of residence. Any dispute arising from the use of the Services shall be submitted to the competent courts of your country of residence.