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DATA PRIVACY NOTICE

Bitstar is committed to respecting and protecting the integrity and privacy of your personal data. This Data Privacy Notice sets out how we collect, use, and protect your personal information, in accordance with the requirements of the Philippine Data Privacy Act of 2012, its Implementing Rules and Regulations, other relevant issuances of the National Privacy Commission, and the terms of our Privacy Policy.

This Notice applies to all personal information we collect, whether through our website, mobile applications, social media channels, email communications, or other means. By providing your personal information to us, you agree to the terms and conditions of this Notice.

Personal Data

Depending on how you interact with us, whether online, offline, or over the phone, we may collect the following Personal Data from you, among others:

- Full Name
- Address
- Contact Information, such as email address, telephone number and mobile number;
- Employment Information
- Photo and video recording of promotional campaign or any marketing activity
- Social Network Details; and
- Any other information relevant to your transaction or to your feedback with us

With your express consent, we may also collect the following other Personal Data to process and complete your transaction:

- Financial Details such as credit history, bank account, credit card or debit card details; and
- Sensitive Personal Information such as birthdate, age, marital status, nationality, gender, health, education, government-issued identification, and employment history.

Use

Personal Data collected by Bitstar may be used for various purposes such as customer service, sales and marketing promotions, employment, personalization, transaction fulfillment, security measures and other business purposes which include internal research, security, management, due diligence, analytics, improvement of our IT systems, business development and compliance with contractual obligations and applicable laws. Photos and video recording taken during any activity may also be used in Bitstar's promotional and media releases.

We may also collect or share Personal Data for other purposes as disclosed to you at the time of collection or pursuant to your consent or instructions.

Protection & Retention

In furtherance of our commitment to keeping your information private and secured, we implement appropriate organizational, technical, and physical security measures to ensure that Personal Data under our custody are protected against any accidental or illegal destruction, alteration, access, use and disclosure and any other form of unlawful processing.

All personal information collected shall be retained for as long as necessary to fulfill the purposes as provided in our Policy or to comply with any applicable legal and regulatory requirements. After such purpose, personal data shall be disposed of and destroyed, through secured means.

Contact Information

As Data Subject you have the right to ask for a copy of any personal information we hold about you, to alter or modify the same, as well as to file a complaint.

To know more about Bitstar's Privacy Policy, please visit <https://bitstar.ph/privacy-policy/>

For questions regarding this Notice or your rights as a Data Subject, you may contact Bitstar's Data Protection Officer through the details below:

Data Protection Officer

Bitstar Telecom Inc.

5F Spirit of Communications Center Building, 106 Carlos Palanca Street, Legaspi Village, Makati City

Email: dpo@bitstar.ph

Changes to the Privacy Notice

This notice may be updated from time to time. We will notify you of any significant changes by posting the updated notice on our website and/or through other communication channels.

This version is effective on May 26, 2026.