

DATA PRIVACY POLICY

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Bitstar understands your concerns about maintaining the integrity and privacy of your personal information. We are committed to protecting and respecting your privacy, and this privacy policy (“Policy”) is intended to describe our information collection, use and dissemination practices in connection with our website, and our services. Any data we collect from you shall only be used for the purpose of providing services pursuant to our mandate.

Please read the entire Policy to understand our policies and practices regarding your Personal Data and how we will treat it. This Policy applies to all individuals who interact with Bitstar and covers both our online and offline data collection activities, including Personal Data that we collect through our various channels such as our website, third party social networks, and points of sale and events.

We are continually improving our website and our existing services. To adapt to these changes, including any change in applicable laws, this Policy may also be updated from time to time. We encourage you to visit this page frequently to check for any updates on our Policy. (<https://bitstar.ph/privacy-policy/>)

For questions, concerns, suggestions, and feedback regarding our privacy practices, please feel free to reach us using the contact information provided in this Policy.

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:

- (a) Name;
- (b) Address;
- (c) Contact Information, such as your email address and phone number;
- (d) Social Network Details; and
- (e) Any other information relevant to your feedback or to your transaction with us.

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

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

COLLECTION

We collect your Personal Data, and other information related to you through the following channels:



- (a) Our Website;
- (b) Our Customer Service Emails and Hotline;
- (c) Registration Forms;
- (d) Advertising Interactions; and
- (e) Voluntary submission of any other documents.

We also receive Personal Data and other information about you from the following third-party sources:

- (a) Your web browser;
- (b) Third-party social networks; and
- (c) Cookies.

If you do not wish for these sources to send us your information, kindly adjust the settings of your web browser, and social network accounts. However, please be advised that our website may not function properly if you reject the placement of our cookies in your device.

USE

We only collect Personal Data necessary and relevant to the services which we provide. Personal Data collected by Bitstar may be used for various purposes such as customer service, sales and marketing promotions, personalization, transaction fulfillment and other general 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.

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.

DISCLOSURE

We are committed to maintaining your trust, and so only our authorized personnel shall have access to your Personal Data and other information.

We will not disclose your Personal Data to third parties without your consent, except that we may share your Personal Data and other information to the following parties, or in connection with the following transactions, in a manner consistent with the purpose and terms of this Policy:

- (a) *Authorized Third-Party Vendors.* We may share your information with our third-party vendors and service providers that help us with specialized services, including billing, payment processing, customer service, marketing, sales, advertising, performance monitoring, hosting, and data processing. We shall ensure that our third-party vendors and service providers will not process your Personal Data for any purpose other than what we have agreed with them.



- (b) *Subsidiaries and Affiliates.* We may share your information with our subsidiaries and affiliates that are subject to this Policy.
- (c) *Corporate Actions.* We may share your information in connection with a substantial corporate transaction, such as the sale of a website, a merger, consolidation, asset sale, or in the unlikely event of bankruptcy.
- (d) *Legal Purposes.* We may disclose Personal Data when we are legally required to do so, and whenever necessary to protect and defend the rights, properties, interests, health, safety, and security of BITSTAR, our subsidiaries, affiliates, each of our employees and customers, or the public.

PROTECTION

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.

RETENTION

All Personal Data and information we collect from you shall be retained for as long as reasonably necessary to fulfill the purposes under this Policy or to comply with any applicable legal and regulatory requirements. After fulfillment of such purpose, all copies of your Personal Data and other information shall be disposed and destroyed, through secured means.

YOUR RIGHTS

You have the following rights as owner of the Personal Data:

- (a) *Access.* You have the right to access, review and request a physical or electronic copy of Personal Data and any information held about you. You also have the right to request information on the source of your Personal Data.
- (b) *Modification, Correction, Deletion, or Withdrawal of Consent.* Where provided by law, you can (i) request deletion, correction, or revision of your Personal Data; (ii) limit the use and disclosure of your Personal Data; (iii) revoke consent to any of our data processing activities; and (iv) object to the processing of your Personal Data, including the right to file a complaint with the National Privacy Commission. In case you request for deletion, we may retain some of your Personal Data to satisfy our business needs, legal and contractual obligations, but only to extent permitted by applicable laws.

CONTACT INFORMATION

If you have concerns about this Policy, or if you wish to exercise any of the above-mentioned rights, you may contact us through the following:

Data Protection Officer

Bitstar Telecom Inc.

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

Email: dpo@bitstar.ph