

# **Sanganak Labs - Privacy Policy**

At Sanganak Labs, we value and prioritize the privacy and security of our customer's personal information. This Privacy Policy outlines how we collect, use, store, and protect the data you provide to us. By accessing our website or using our services, you agree to the terms and conditions of this Privacy Policy.

## **1. Data Collection and Usage**

- **Data Stored in the Database:** We store customer data in our secure databases to provide and improve our services. This may include information such as name, contact details, email address, and other relevant information necessary for the purposes outlined in this Privacy Policy.
- **Form Submissions:** When customers fill out any forms on our website, we collect the data provided in those forms. By submitting the form, you agree to the terms and conditions outlined in this Privacy Policy and allow us to process and use the data in accordance with applicable laws and regulations.
- **Personally Identifiable Information (PII):** We handle PII with utmost care and adhere to relevant privacy laws and regulations. By submitting your PII through our website or services, you consent to the collection, use, and storage of that information in accordance with this Privacy Policy.

## **2. Use of Data**

- **Provision of Services:** We use the data collected to deliver and enhance our services, respond to inquiries, provide customer support, and fulfil your requests.
- **Communication:** We may use your contact information to send you important updates, notifications, marketing materials, and promotional offers related to our services. You can opt out of these communications

at any time by following the unsubscribe instructions provided in the emails or by contacting us directly.

- Analytics and Improvements: We may analyze and aggregate customer data to understand trends, improve our website and services, and enhance the user experience.

### **3. Data Security**

- Security Measures: We implement industry-standard security measures to protect your data against unauthorized access, alteration, disclosure, or destruction. These measures include encryption, firewalls, access controls, and regular security audits.
- Data Retention: We retain customer data for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

### **4. Sharing of Data**

- Third-Party Service Providers: We may engage trusted third-party service providers to assist us in delivering our services. These providers may have access to your data solely for the purpose of performing their designated tasks on our behalf and are obligated to maintain the confidentiality and security of your information.
- Legal Compliance: We may disclose your data if required to do so by law, court order, or governmental regulation, or if we believe such disclosure is necessary to protect our rights, interests, or safety, or the rights, interests, or safety of others.

### **5. Articles from the Consumers Act**

We adhere to applicable laws and regulations, including but not limited to the articles outlined in the Consumers Act. In the event of a data breach or unauthorized disclosure, we will take immediate action to mitigate the impact, notify affected individuals as required by law, and cooperate fully with regulatory authorities.

## **6. Your Rights**

You have the right to access, correct, update, or delete your personal information. If you wish to exercise any of these rights or have any questions or concerns about our data practices, please contact us using the information provided at the end of this Privacy Policy.

## **7. Updates to the Privacy Policy**

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be effective immediately upon posting the revised version on our website. We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your information.