

Privacy Policy

Overview

At Tumpang, your privacy is always the utmost important to us. This policy (“Privacy Policy”) not only helps to explain to you how your personal information is protected, collected and used, it also describes your choices regarding use, access and correction of your personal information. Personal information is information about you that is personally identifiable such as your name, address, phone number, and email address that is not otherwise publicly available.

All the privacy practices of this statement apply to Tumpang services and operated by us.

Tumpang is the controller of your Personal Data and responsible for the collection, processing and disclosure of your Personal Data as described in this Privacy Policy unless expressly specified otherwise.

By visiting this website, you agree to be bound by the terms and conditions of this Privacy Policy and expressly consent to our use and disclosure of your personal information in accordance with this Privacy Policy. If you do not agree, please do not use or access our site.

We reserve the right to modify this Privacy Policy at any time, so please review it frequently.

Personal Data we collect and its Functions

In general, you can browse the Site without providing us with any of personal information about yourself. However even when browsing, Tumpang may receive some personal information from you, like the device you’re using and your IP address.

In order to use most services or features on the Site, you must first complete the registration form and create a username and password. During the registration process, you are required to give contact information such as

name, address, phone number, and email address. Note, once you agree to provide us with personal information, you are no longer anonymous to us.

If you choose to use our services, we may require you to provide contact and identity information, billing information, and other personal information as indicated on the forms throughout the Site. Under some circumstances we may require some additional financial information. Where possible, we indicate which fields are required and which are optional. You always have the option to not provide information by choosing not to use a particular service or feature.

If you send us personal correspondence, such as emails or letters, or if other users or third parties send us correspondence about your activities or postings on the Site, we may collect such information into a file specific to you.

We collect and use your data principally for the following purposes:

Provide services and features that are most likely to meet your needs and facilitate the services you request

Customize your experience and the content, products, and services offered to you

Verify the accuracy of your name, address, and other information

Bill you for your use of our services and collect fees owed

Provide support for your transactions, products, and services you use

Assist you to resolve disputes

Comply with legal requirements

Inform you about online and offline offers, products, services, and updates

Provide targeted advertising, including the use of re-targeting technology

Compare and review your personal information for errors, omissions, and accuracy

Conduct internal research on our users' demographics, interest, and behavior to better understand, protect, and serve you and our community

Improve our marketing and promotional efforts, analyze site usage, improve our content and product offerings, and customize the Site's content, layout, and services

Collect personal information on behalf of our payment processors in order to meet compliance obligations, such as Know Your Customer.

Log Files and Tracking Technologies

As is true of most Web sites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole.

Log files are used on the website, and in any link to the website from an email.

Technologies such as: cookies and similar technologies are used by Tumpang and our marketing partners, affiliates, and customer support and fraud prevention service providers. These technologies are used in analyzing trends, administering the site, tracking users' movements around the site and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

We use cookies to remember user preferences and for authentication. Users can control the use of cookies at the individual browser level.

Information Sharing and Disclosure

As a matter of policy, we do not sell, rent or share any of your personal information, including your email address, to third parties for their marketing purposes without your explicit consent. The profile you create on the Site will be publicly accessible unless otherwise indicated. You may change the privacy settings of your profile through your account portal. However, the following describes some of the ways that your personal information may be disclosed in the normal scope of business to provide our services.

External Service Providers: There may be separate services offered by third parties that we refer to as external service providers that may be

complementary to your use of the site. If you choose to use these separate services, disclose information to the external service providers, and/or grant them permission to collect information about you, then their use of your information is governed by their privacy policy. We do not disclose your personal information, including your email address, to external service providers unless you provide your explicit consent. With your consent we may provide some of your personal information to the external service provider offering such services, for your convenience. To prevent our disclosure of your personal information to an external service provider, you can decline such consent or simply not use their services. Because we do not control the privacy practices of these third parties, you should evaluate their practices before deciding to use their services.

Internal Service Providers for Our Operations: We may use third parties that we refer to as internal service providers to facilitate or outsource one or more aspects of the business (sometimes utilizing framing techniques), product and service operations that we provide to you and therefore we may provide some of your personal information, including your email address, directly to these internal service providers. Any sensitive information that is transmitted to internal service providers involved in any payment processing functions will be encrypted.

Legal Requests: Tumpang cooperates with law enforcement inquiries, as well as other third parties to enforce laws, such as: intellectual property rights, fraud and other rights, to help protect you and the Tumpang community from bad actors.

Communications from the Site

We will occasionally send you information on products, services, special deals, and promotions, as well as a newsletter. You are signed up for these emails at registration and you may unsubscribe at any time.

Out of respect for your privacy, we provide you a way to unsubscribe from each of these communications when we ask for it. If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by following the instructions included in each newsletter or communication or by emailing us.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Based upon the personal information you provide us, we will send you a welcoming email to verify your email address, username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. Email is the primary means of communication between members doing transactions on the site and you must be able to receive this information to use us properly.

Links to Other Sites

This Web site contains links to other sites that are not owned or controlled by Tumpang. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy policies of each and every Web site that collects personal information. This privacy policy applies only to information collected by this Web site.

Community Discussion Forums

If you use a bulletin board on the Site, you should be aware that any personal information, including your email address, you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personal information you choose to submit in these forums. In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

Testimonials

We display personal testimonials of satisfied customers on our site in addition to other endorsements. We may post your testimonial along with your first name and last initial.

Access to Personal Information

Upon request we will provide you with information about whether we hold, or process on behalf of a third party, any of your personal information. You may request this information by contacting us. We will respond to your request within 30 days.

If you are a registered user, you may correct or rectify your data at any time. We provide you with tools to access, correct, delete or modify the personal data you provided to us through your member Account page or by contacting us.

If you no longer desire to use our service you can deactivate your account at any time by contacting us. You can also manage your privacy settings by accessing your Member Account page.

If you deactivate your account, or request that your account be deactivated please keep in mind that search engines may still retain copies of your public information in line with their retention policies. You will need to contact those 3rd parties directly to remove your information.

We will retain your information for as long as your account is active or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Your information until any and all compliance obligations are met.

Security

The security of your personal information is important to us. When you enter sensitive information (such as credit card number) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL).

We follow generally accepted industry standards to protect the personal information, including your email address, submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Business Transitions

In the event Tumpang goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personal information, including your email address, will likely be among the assets transferred. You will be notified via email of any such change in ownership or control of your personal information.

Changes in this Privacy Policy

If we decide to change our privacy policy, we will post those changes to this privacy policy on our website and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

Contact Us

If you have any questions or suggestions regarding our privacy policy or to exercise your rights regarding your personal information, please contact us at support@tumpang.com.my or by mail at the address below.

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