

# Privacy Policy

This Privacy Policy governs the manner in which “MY CAR Consultant” collects, uses, maintains, and discloses information collected from users (referred to as "Users") of the “MY CAR Consultant” mobile application (referred to as the "App").

## 1. Information We Collect

We may collect the following types of information from Users:

- Personal identification information: We may collect Users' email addresses, car plate numbers, car brand and series, and location.
- Location information: With the User's consent, we may collect their current location to help locate the nearest workshop.
- Contact information: We may collect Users' phone numbers to facilitate communication and provide assistance.
- Images: In the event of an accident, we may request Users to submit photos for assessment and assistance purposes.

## 2. Use of Collected Information

We may use the collected information for the following purposes:

- To provide and improve our services: The information helps us facilitate car maintenance slot reservations, locate nearby workshops, and offer personalized assistance.
- To enhance customer service: The information enables us to effectively respond to customer inquiries and support needs.
- To personalize user experience: We may use the information to understand how Users engage with our App and tailor the content and features accordingly.
- To send periodic emails: We may use Users' email addresses to send them updates, notifications, and other relevant information.
- Protection of Information
- We adopt appropriate data collection, storage, and processing practices, as well as security measures, to protect against unauthorized access, alteration, disclosure, or destruction of Users' personal information, including encryption and secure socket layer (SSL) technology.

## 3. Sharing of Information

We may share Users' information with trusted third-party service providers who assist us in operating our business, such as workshop partners. We ensure that these third parties are obligated to maintain the confidentiality and security of Users' information.

## 4. User Rights

Users have the right to access, correct, delete, or restrict their personal information. They may also withdraw their consent for specific data processing activities. Users can exercise these rights or request more information by contacting us using the details provided in this Privacy Policy.

## 5. Data Retention

We will retain Users' personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law.

## 6. Cookies and Tracking Technologies

Our App may use cookies and similar tracking technologies to enhance User experience. Users may choose to disable cookies in their web browsers, but it may affect certain functionalities of the App.

## 7. Third-Party Links

The App may contain links to third-party websites or services. We do not control the content or practices of these third parties and are not responsible for their privacy policies. Users should review the privacy policies of these third parties before providing any personal information.

#### **8. Children's Privacy**

The App is not intended for use by individuals under the age of 18. We do not knowingly collect personal information from children. If you believe we have inadvertently collected personal information from a child, please contact us immediately.

#### **9. Changes to the Privacy Policy**

We reserve the right to update this Privacy Policy at any time. Users are encouraged to check this page regularly for any changes. By using the App, Users acknowledge and agree to review the Privacy Policy periodically and be aware of modifications.

#### **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at +65 88852868 +65 88858128 or email [warranty@mycar.sg](mailto:warranty@mycar.sg).

Remember to review and customize this draft according to your specific needs and consult with a legal professional to ensure compliance with applicable laws and regulations.