

Privacy Policy

Effective Date: January 2, 2025

At TRANDESK, your privacy matters to us. We're committed to protecting your personal information and ensuring it's handled with care. This Privacy Policy explains how we collect, use, and protect your data, following the Personal Data Protection Act 2012 (PDPA) of Singapore.

1. Who This Policy Applies To

This policy applies to everyone who interacts with us—whether you're visiting our website, contacting us, or using our services.

By using our services or sharing your information with us, you agree to the terms outlined here.

2. What Information We Collect

Here's the type of information we may collect:

Personal Information: Your name, email, phone number, and address.

Business Details: Job title, company name, and contact details.

Payment Information: Details needed to process payments like bank account or credit card info.

Technical Data: Information like your IP address, browser type, or device details (collected via cookies).

Anything You Share: Additional details you provide through forms, emails, or conversations with us.

3. How We Collect Your Information

We collect information in a few ways:

When You Provide It: Filling out forms, sending us inquiries, or signing up for our services.

Through Technology: Using cookies and analytics tools to improve your experience on our website.

From Third Parties: Sometimes, we get data from partners or publicly available sources.

4. How We Use Your Information

We use your data to:

Deliver the services you've requested.

Communicate with you about your inquiries, projects, or updates.

Improve our website and the way we deliver our services.

Handle billing and manage payments.

Comply with legal obligations or resolve disputes.

5. Who We Share Your Information With

We never sell your information. However, we may share it in these situations:

Service Providers: Trusted partners who help us with hosting, payment processing, or customer support.

Legal Requirements: If we're required to share it by law or regulation.

Business Changes: If we merge with or are acquired by another company.

6. How We Protect Your Information

We take your data's security seriously. Some of the ways we protect it include:

Encrypting sensitive data.

Limiting access to your information to only those who need it.

Regularly reviewing our security practices.

7. How Long We Keep Your Information

We'll only keep your data for as long as it's needed—whether it's to fulfill our services, meet legal requirements, or resolve disputes. Once we no longer need it, we'll securely delete or anonymize it.

8. Your Rights

You have rights when it comes to your personal data, including:

Accessing Your Data: You can ask us what data we have about you.

Correcting Your Data: Let us know if any of your details are incorrect.

Withdrawing Consent: You can stop us from using your data (though this might affect the services we provide).

Deleting Your Data: We request that you delete your data, subject to any legal or contractual obligations.

To exercise your rights, contact us at info@trandesk.io

9. About Cookies

Cookies are small files we use to improve your experience on our website. They help us:

Understand how people use our site.

Remember your preferences.

You can disable cookies in your browser settings, but some parts of our site might not work as well.

10. Third-Party Links

Our website might include links to other websites. Please note that we're not responsible for the privacy practices of those sites—always check their policies first.

11. If Your Data Leaves Singapore

If your data needs to be transferred outside Singapore, we make sure it's protected and handled according to the PDPA and international standards.

12. Changes to This Policy

We may update this Privacy Policy to reflect changes in our practices or legal requirements. Whenever we do, we'll post the new version on our website and update the effective date.

13. How to Reach Us

If you have any questions about this policy or how we handle your data, feel free to get in touch:

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