

R&B 巡茶 REWARDS

Privacy Policy

We take our customer's privacy seriously and we will only collect, record, hold, store, disclose, transfer and use your personal information as outlined below. Data protection is a matter of trust and your privacy is important to us. We shall therefore only use your name and other information, which relates to you in the manner set out in this Privacy Policy. We will only collect information where it is necessary for us to do so and we will only collect information if it is relevant to our dealings with you.

We will only keep your information for as long as we are either required to by law or as is relevant for the purposes for which it was collected.

You can use your mobile number or personal email address to register an account on the Platform. After you complete the registration process and verification process, you will be able to access the Platform by log on with your username and password.

R&B Tea is committed to complying with the Personal Data Protection Act 2012.

If you have any comments, suggestions or complaints, please send an email to hello@rbtea.com.sg.

Use and Disclosure of Personal Information

The personal information we collect from you will be used, for some or all of the following purposes:

- i. We will use the information you provide to administer your account (if any) with us; verify and carry out financial transactions in relation to payments you make online; audit the downloading of data from the Platform; improve the layout and/or content of the pages of the Platform, provided you have indicated that you have not objected to being contacted for these purposes;
- ii. When you register with R&B Tea newsletter or otherwise provide us with your personal information through the Platform, we will also use your personal information to send you marketing and/or promotional materials about our products and services from time to time. You can unsubscribe from receiving marketing information at any time by using the unsubscribe function within the electronic marketing material. We may use your contact information to send newsletters from us and from our related companies; and
- iii. Your personal information will not be shared or disclosed to third parties (whether for their marketing purposes or otherwise) without your consent. However, we reserve the right to disclose your personal information as required in the normal course and scope of our business, in the provision of our services and where required by applicable law and regulations. We may disclose to our business partners and third parties, on an anonymous basis, certain aggregate information contained in your personal information for the purpose of analysis and research into the customer activity and use of our platform.

Withdrawal of Consent

You may communicate your objection to our continual use and/or disclosure of your personal information for any of the purposes and in the manner as stated above at any time by contacting us at hello@rbtea.com.sg.

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Please note that if you communicate your objection to our use and/or disclosure of your personal information for the purposes and in the manner as stated above, depending on the nature of your objection, we may not be in a position to continue to provide our products or services to you or perform on any contract we have with you. Our legal rights and remedies are expressly reserved in such event.

Accessing Your Personal Information

If you would like to view the personal information we have on you or inquire about the ways in which your personal information has been or may have been used or disclosed by R&B Tea within the past year, please contact us at hello@rbtea.com.sg. We reserve the right to charge a reasonable administrative fee for retrieving your personal information records.

Security of Your Personal Information

We use industry standard practices to protect your privacy and personal information, in such manner and to such extent as we deem appropriate. However, we do not guarantee in any way, and you should not expect, that your personal information or private communications will always remain private and/or safe from any abuse or misuse by third parties. Your information is stored on R&B Tea servers located in Singapore. We use such procedural and technical safeguards as we deem necessary to protect your privacy and to protect your personal information against loss, theft and unauthorised access and disclosure. Such safeguards include but are not limited to the use of encryption, firewalls and Secure Socket Layer technology.

We will also employ the appropriate security techniques to protect data against loss, theft, and unauthorized access by users inside and outside R&B Tea. However, R&B Tea does not represent or warrant that there will not be, and hereby disclaims any responsibility or liability directly or indirectly arising out of or in connection with, any loss, theft, or unauthorised access, use or disclosure of any information held or maintained by us.

If you believe that your privacy has been breached by R&B Tea, please contact us at hello@rbtea.com.sg.

Minor

R&B Tea does not sell products for purchase by children. If you are under 18 years old, you may use our website only with the involvement of a parent or guardian.

Collection of Computer Data

R&B Tea or our authorized service providers may use cookies, web beacons, and other similar technologies for storing information to help provide you with a better, faster, safer and personalized experience when you use the Services and/or access the Platform.

Cookies are small text files (typically made up of letters and numbers) placed in the memory of your browser or device when you visit a website or view a message. They allow us to recognize a particular device or browser and help us to personalize the content to match your preferred interests more quickly, and to make our Services and Platform more convenient and useful to you.

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You may be able to manage and delete cookies through your browser or device settings. For more information on how to do so, visit the help material of your device.

Web beacons are small graphic images that may be included on our Service and the Platform. They allow us to count users who have viewed these pages so that we can better understand your preference and interests.

No Spam, Spyware, or Virus

Spam, spyware or virus is not allowed on Platform. Please set and maintain your communication preferences so that we send communications to you as you prefer. You are not licensed or otherwise allowed to add other users (even a user who has purchased an item from you) to your mailing list (email or physical mail) without their express consent. You should not send any messages which contain spam, spyware or virus via the Platform. If you would like to report any suspicious messages, please contact us at our email address below.

Changes to the Privacy Policy

R&B Tea shall regularly review the sufficiency of this Privacy Policy. We reserve the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on the Platform.

R&B Tea' Right

YOU ACKNOWLEDGE AND AGREE THAT R&B TEA HAS THE RIGHT TO DISCLOSE YOUR PERSONAL INFORMATION TO ANY LEGAL, REGULATORY, GOVERNMENTAL, TAX, LAW ENFORCEMENT OR OTHER AUTHORITIES OR THE RELEVANT RIGHT OWNERS, IF R&B TEA HAS REASONABLE GROUNDS TO BELIEVE THAT DISCLOSURE OF YOUR PERSONAL INFORMATION IS NECESSARY FOR THE PURPOSE OF MEETING ANY OBLIGATIONS, REQUIREMENTS OR ARRANGEMENTS, WHETHER VOLUNTARY OR MANDATORY, AS A RESULT OF COOPERATING WITH AN ORDER, AN INVESTIGATION AND/OR A REQUEST OF ANY NATURE BY SUCH PARTIES. TO THE EXTENT PERMISSIBLE BY APPLICABLE LAW, YOU AGREE NOT TO TAKE ANY ACTION AND/OR WAIVE YOUR RIGHTS TO TAKE ANY ACTION AGAINST R&B TEA FOR THE DISCLOSURE OF YOUR PERSONAL INFORMATION IN THESE CIRCUMSTANCES.

Contacting R&B Tea

If you wish to withdraw your consent to our use of your personal information, request access and/or correction of your personal information, have any queries, comments or concerns, or require any help on technical or cookie-related matters, please send an email to hello@rbtea.com.sg.