

Privacy Policy

PT. Telkom Data Ekosistem (NeutraDC) respects your privacy and personal information. Personal information is any information related to you and any other customers. In this Privacy Policy, we let you know how your personal information is collected, how we use the information, and how we keep the information secure.

- NeutraDC collects your personal information when you use our products/ services, involved in campaigns, and/or research related to our products and services. This includes the following:
 - Product and service activations
 - Use of products and services
 - Information you provide us, including but not limited to name, company, email, phone number, and address.
 - Your transaction with us
- NeutraDC will collect your personal information by verbal, in writing, through electronic records, audio recording, or videotaping.
- Personal information will be used by NeutraDC, its Subsidiaries, and the Parent Company for the purposes of:
 - confirmation, notification, and any purposes related to after-sales service and contract
 - sales promotion, proposals, consultation, and surveys.
 - Customer service.
 - Personalize your experience and allow us to deliver the type of content and product offerings in which you are most interested.
 - Transaction process
- NeutraDC therefore will provide training to our team and maintain internal regulation appropriate measures to maintain your personal information.
- Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.
- We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.
- We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our site policies, or protect our or others' rights, property, or safety.
- NeutraDC may use your personal information within our group companies and authorized third parties who process the personal information. These third

parties are prohibited to use your personal information for any other purposes not related to the information process.

- As NeutraDC customers, you have a right to know what personal information we hold. You also have a right to delete any incomplete, incorrect, unnecessary, or irrelevant personal data. You have a right to unsubscribe from direct marketing messages.
- You will be able to reach our Customer Service requests related to personal information.
- NeutraDC may revise this Privacy Policy to protect your personal information, and to fulfill amendments of laws, rules, and guidelines, and this revision will be informed on this official website or through electronic direct messaging.

Contact Information

If you have any questions or comments about this Online Privacy Notice, or if you would like us to update information we have about you or your preferences, please contact us at the following:

Email Address:

support@neutradc.com

Mailing address:

PT. Telkom Data Ekosistem

The Telkom Hub, Jl. Gatot Subroto No. 52.

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