

# PRIVACY POLICY & SECURITY

## 1. ONLINE ORDERING IS SECURE

1.1 TSBT value our **Business Partners (BP)** and want to make the online shopping in eshop easy, comfortable and safe. We take precautions to safeguard your personal information. Your credit card numbers are protected while in transit using the industry standard **Secure Sockets Layer (SSL) encryption**. Moreover, your credit card information is encrypted when it is stored on our network, protecting it from theft or internal compromise. Furthermore, for added safety, if our customer service suspects anything to be improper with your order and/or your credit card, they will contact you to confirm and get authorisation from you.

## 2. UPDATING YOUR INFORMATION

2.1 Where you submit Personal Data to us, you should try to ensure such information is accurate, and let us know if such information changes so that we are not holding any inaccurate information about you. If you have registered an account for the Website, you can review and update your Personal Data yourself at any time by logging in to your account.

## 3. DISCLAIMER REGARDING SECURITY AND THIRD PARTY SITES

3.1 Third parties may unlawfully intercept or access personal data transmitted to or contained on the site, technologies may malfunction or not work as anticipated, or someone might access, abuse or misuse information through no fault of ours. We will nevertheless deploy reasonable security arrangements to protect your personal data as required by the Privacy Laws; however there can inevitably be no guarantee of absolute security such as but not limited to when unauthorised disclosure arises from malicious and sophisticated hacking by malcontents through no fault of ours.

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**3.2 TSBT DO NOT GUARANTEE THE SECURITY OF PERSONAL DATA AND/OR OTHER INFORMATION THAT YOU PROVIDE ON THIRD PARTY SITES.** We do implement a variety of security measures to maintain the safety of your personal data that is in our possession or under our control. Your personal data 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 personal data confidential. When you place orders or access your personal data, we offer the use of a secure server. All personal data or sensitive information you supply is encrypted into our databases to be only accessed as stated above.

## **4. CHANGES TO THIS PRIVACY & SECURITY POLICY**

**4.1** We reserve the right to amend the terms of this Privacy Policy at our discretion. Any changes we may make to our Privacy Policy or privacy statement will be posted on this page.

## **5. QUESTIONS, CONCERNS OR COMPLAINTS? CONTACT US**

**5.1** If you have any questions or concerns about our privacy & security practices, we welcome you to contact us by e-mail at **[Customerservice@totalswiss.com.sg](mailto:Customerservice@totalswiss.com.sg)**