

# Privacy Policy

This Privacy Policy identifies and describes the way in which Asia Pacific Communication Associates Nepal Pvt. Ltd. ("APCA Nepal") collects, uses, and protects the personal information collected about the customers and users of the website. This Privacy Policy applies only to information that you provide through use of the services or accessing of the website. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our [Terms of Use](#).

## Contact Information

APCA Nepal welcomes your comments regarding this Privacy Policy. If you believe that we have not adhered to this policy or if you wish to review or edit your personal information, please contact us by e-mail at [support@apcanepal.com](mailto:support@apcanepal.com), and we will use reasonable efforts to address any concerns that you may have.

## Information Collection

In your dealings with APCA Nepal you may be required to provide APCA Nepal with personal information. Personal information for the purposes of this Privacy Policy means information that refers to information about you that can be used to contact or identify you. The information as collected may include:

- Contact Information that allows us to communicate with you -- including your name, address, telephone number, and e-mail address;
- Billing information related to your financial relationship with us -- including your payment data, service history;

We collect information primarily by means of:

- You giving it to us when you purchase or interact with us about a product or service we offer or provide;
- Collecting it automatically when you visit our websites or use our products and services

## Online Activity Tracking/ Log Data

APCA Nepal automatically receives and records information from your browser, including your IP address and server log files when you visit the website. Our server automatically record information that your browser sends whenever you visit the website called Log Data. This Log Data may include information such as your computer's Internet Protocol address, browser type or the webpage you were visiting before you came to our website, pages of our website and services that you visit, the time spent on those pages, information you search for on our services, access times and dates, and other statistics. We use this information to monitor and analyze use of the website and for number of purposes (without limitation for billing, identification, authentication, service improvement, research, and contact.

We may collect different types of personal and other information based on your use of our products and services and our business relationship with you. We will only use and/or disclose personal information in order to:

- Understand and meet your needs and preferences;
- Manage and develop our business and operations;
- Provide the services you purchase, and to respond to your queries;
- Communicate with you regarding service updates, offers, and promotions;
- Investigate, prevent or take action regarding illegal activities, violations of our Terms of Use; and;
- Address network integrity and security issues

## **With Service Providers**

We restrict access to personal information to APCA Nepal employees. Service providers or third party companies who need to know information in order to operate, develop or improve our service (e.g., without limitation, maintenance services, database management, billings and payment services, web analytics and improvement of the services' features) will have access to personal information only to perform tasks on our behalf of APCA Nepal and are obligated not to disclose or use it for any other purpose.

- We require these third party companies to protect any personal information they may receive in a manner consistent with this policy.
- We will take reasonable efforts to ensure that they comply with our Privacy Policy; however we will have no liability to you if any person fails to do so.
- We do not provide personal information to third party companies for the marketing of their own products and services without your consent.

**In other circumstances we may provide Personal Information to third party companies for purposes such as:**

- Complying with court orders and other legal process;
- To assist with identity verification, and to prevent fraud and identity theft;
- Enforcing our agreements and property rights; and
- Obtaining payment for products and services that appear on your APCA Nepal billing statements

## **Aggregate Information and Non-Identifying Information**

- We collect some information on an anonymous basis which refers to information that does not include your personal information
- We may share aggregate or anonymous information in various formats with trusted third parties, and may work with those parties to do research and provide better products and services (which without limitation can include industry analysis, demographic profiling and other purpose).

## **Security of Your Personal Information**

The website has security measures in place to protect against the loss, misuse and unauthorized alteration of the information under our control. However, please be aware that no security measures are immune to online attacks or attempts to evade industry security measures. We cannot control the actions of other users with whom you share your information, and there is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards

But to ensure security for the website users our server uses SSL (Secure Sockets Layer) security protection by encrypting all of your personal information including credit card number, name and address to prevent individuals from reading this information as it travels over the Internet.

- We do not sell your personal information to anyone for any purpose.
- We maintain information about you in our business records while you are a customer, or until it is no longer needed for business, tax, or legal purposes.
- We have implemented encryption or other appropriate security controls to protect personal information when stored or transmitted by APCA Nepal.
- We require trusted third party companies acting on our behalf to protect any personal information they may receive in a manner consistent with this Policy. We do not allow them to use such information for any other purpose.

## **Children's Information**

The services are not directed to children. We do not knowingly collect personally identifiable information from children. If a parent or guardian becomes aware that his or her child has provided us with personal information without their consent, he or she should contact us at [privacy@apcanepal.com](mailto:privacy@apcanepal.com). If we become aware that a member is under the age of 13 and has provided us with personal information without verifiable parental consent, we will delete such information from our files.

## **Changes to the Privacy Policy**

By using the website, you agree to the current Privacy Policy and Terms of Use, to which this Privacy Policy is incorporated. APCA Nepal reserves the right, in its sole discretion, to modify, discontinue, or terminate the services or to modify this Privacy Policy at any time. If we modify this Privacy Policy, we will revise the "last updated" date as mentioned at the bottom of the privacy policy. Please regularly review the site for changes. If the modified Privacy Policy is not acceptable to you, your only recourse is to cease using the Services.

## **Withdrawal of Consent**

Except as required by law, we will not use or disclose your personal information for any purpose for which you refuse us consent or later withdraw your consent. If you withdraw consent, you agree that in spite of this withdrawal we may continue to use the personal information previously provided to us to the extent that we are contractually obligated to do so and to the extent necessary to enforce any contractual obligations you may have with APCA Nepal. You also understand that although you may be able to use the website for some purposes without providing us with any personal information, we require personal information about you for some services, including those that require payment or involve an ongoing relationship with APCA Nepal. By refusing to provide us with the information we require or later withdrawing your consent to use and disclose this information, we may no longer be able to provide you with these services.

## **Customer Privacy Controls and Choices**

You can review and correct your Personal Information collected by us.

## **Privacy Questions / Feedback**

If you have any questions about this Privacy Policy, please contact us at [privacy@apcanepal.com](mailto:privacy@apcanepal.com).

Last Updated: August 23, 2011