

PRIVACY POLICY

FLEURICA INTERNATIONAL PTE. LTD. (“we” or “us”) is committed to protecting and respecting your privacy.

- a. This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data (the “**Data**”) we collect from you, or that you upload, will be processed by us. Please read the following carefully to understand our views and practices regarding your Data and how we will treat it.
- b. By accepting our terms of use, you consent to the collection, use, disclosure and transfer of your Data in the manner and for the purposes set out below.
- c. For the purpose of the Personal Data Protection Act 2012 (No. 26 of 2012) (“**PDPA**”), our Data Protection Officers may be reached at dpo@fleurica.com.

INFORMATION WE MAY COLLECT

- d. We may collect and process the following data:
 - (i) Information that you provide by filling in forms on our Portal, Fleurica.com (“**our Portal**”). This includes information provided at the time of registering to use our Portal, subscribing to our service, posting material or requesting further services. We may also ask you for information when you report a problem with our Portal.
 - (ii) Documents that you upload onto our Portal.
 - (iii) If you contact us, we may keep a record of that correspondence.
 - (iv) We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
 - (v) Details of transactions you carry out through our Portal.
 - (vi) Details of your visits to our Portal and the resources that you access.

IP ADDRESSES

- e. We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

COOKIES

- f. Our Portal uses cookies to distinguish you from other users of our Portal. This helps us to provide you with a good experience when you browse our Portal and also allows us to improve our Portal.

WHERE WE STORE YOUR DATA

- g. The Data that we collect from you may be transferred to, and stored at, a destination outside Singapore. It may also be processed by staff operating outside Singapore who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and

the provision of support services. By submitting the Data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your Data is treated securely and in accordance with this privacy policy.

- h. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted **[using SSL technology]**. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Portal, you are responsible for keeping this password confidential. We ask you not to share the password with anyone.
- i. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your Data, we cannot guarantee the security of your Data transmitted to our Portal; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

USES MADE OF THE INFORMATION

- j. We use information held in the following manner:
 - (i) To ensure that content from our Portal is presented in the most effective manner for you and for your computer.
 - (ii) To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
 - (iii) To carry out our obligations arising from any contracts entered into between you and us.
 - (iv) To allow you to participate in interactive features of our service, when you choose to do so.
 - (v) To notify you about changes to our service.
 - (vi) For the purposes of data analytics, conducted on our behalf by third party vendors, which includes but is not limited to Google Analytics. More information can be found at the following link: **[www.google.com/policies/privacy/partners/]**

DISCLOSURE OF YOUR INFORMATION

- k. We may disclose your Data to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in the Companies Act (Cap 50).
- l. We may disclose your Data to third parties:
 - (i) For the purposes of fulfilling any orders that you place via our Portal, processing payments in connection therewith or otherwise in connection with your use of our Portal. Such third parties may include but are not limited to the florists from whom you place an order, the delivery vendor and our payment gateway vendor.
 - (ii) In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

- (iii) If Fleurica International Pte. Ltd. or substantially all of its shares or assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- (iv) If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use.

YOUR RIGHTS

- m. Our Portal may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any Data to these websites.

ACCESS TO INFORMATION

- n. The PDPA gives you the right to access information held about you. Your right of access can be exercised in accordance with the PDPA. Any access request may be subject to a fee of S\$10.00 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

- o. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACT

- p. Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to dpo@fleurica.com.