



Privacy Policy

General Information

Eco Starland Group and its affiliates (collectively, "Eco Starland", "we", "us" or "our") respect the rights you have under the relevant personal data protection laws and regulations. Our data protection policy applies to all countries where we do our businesses unless otherwise specified. Eco Starland collects, uses, and discloses your personal data for the purposes as notified to you in this policy or as permitted by law and regulations. We hope by informing you of our policy, you will continue to have the peace of mind being our valued customers and business partners.

By visiting our website and/or using our services as a registered member (including but not limited to via our website and/or mobile application), you agree and consent to be collect, use, and disclosure of your personal data as described in the policy. This policy does not supersede or replace any consents which you may have provided to us previously. We reserve the right to change or update this policy from time to time, and any changes to this policy will become effective when we post the revised policy on our website and/or mobile application. You can check the effective date posted at the bottom of this policy. We encourage you to read this policy whenever you visit our website or use our mobile application to ensure that you keep up-to-date with any changes.

Collection of Personal Data

We collect personal data from you

- When you register as a member with us through an application or registration forms, whether paper or electronic forms;
- When you log in and use any of our services on our website and/or mobile app;
- When you carry out transactions at our retail outlets or our websites & mobile application;
- When you interact with us via phone calls, SMS, messaging apps, face-to-face meetings, social media platforms, and emails;
- When you are contacted by, and respond to, our marketing representatives and customer service officers;
- Register interest and/or request for information of (through our online portals or other available channels) or subscribe to our products and/or services;
- Provide feedback to us (for example via our websites or in hard copy);
- During CCTV recordings when visiting our retail outlets
- During photo or video taking at events; or
- When you submit your personal data to us for any other reason.

The types of personal data you may provide us include: Name, Contact Information (such as phone number, email or address), Date of Birth, Spousal Information, Gender and Payment Information (e.g. bank account number). Other personal data that we may collect from you include your shopping behaviors, transaction history, CCTV footage, photographs, videos etc.

If you provide personal data relating to a third party (e.g. information of your spouse) to us, you represent that you obtained the consent of the third party to provide us with their personal data for the respective purposes mentioned in this policy.

You should ensure that all personal data submitted to us is accurate and complete.

The Purpose for Collection, Use and Disclosure of Personal Data

We collect, use and disclose your personal data for the following purposes:

- Verify your identity;
- To update and inform you on our latest news, services, products or promotions, etc.
- To process your membership registration;
- To process your transactions and order shipment;
- To calculate your commissions, rebates, bonuses and qualifications;
- To communicate with you about our news, products, services and promotions;
- To improve the relevant websites, products and services provided to you;
- To respond to your feedback or complaints;
- To carry out business analytics to improve the delivery of quality products and services;
- Where necessary, for any investigation or proceedings; or
- To comply with applicable laws and regulations.

We may disclose your personal data to our third parties (within and outside your country of residence for the above-stated purposes. Your personal data (i.e. Member code, name and rank) is also provided to your sponsor or downlines for the use to support your business.

Disclosure to Third Parties

Your personal data may be transferred, assessed or disclosed to third parties for the purposes and additional purposes. Further, the Company may engage other companies, service provider or individuals to perform a function on its behalf and consequently may provide access or disclose to your Personal Data to such service provider or third parties referred to in this section (without limitation):-

- Event management companies and event sponsors
- Market research companies
- IT service providers
- Data analytics and/or marketing agency
- Credit Card verification providers
- The Company partners and advertisers, which include parties with whom the Company collaborates with for certain events, programs and activities
- Other associated companies of the Company
- Governmental authorities to comply with statutory, regulatory and governmental requirements
- Other third parties to process your commercial transactions.
- Legal bodies as permitted or required by law such as in compliance with a warrant or subpoena issued by a court of competent jurisdiction
- Safety and security personnel

Ownership of Content and Materials

All content and materials are copyrighted and protected by worldwide copyright laws and treaty provisions. They cannot be copied, reproduced, modified, published, uploaded, posted, transmitted, or distributed in any way without prior written permission of the copyright owner and/or the Company.

Sensitive Personal Information

We will never ask you to provide sensitive Personal Information such as information about your medical or health records, political, religious or philosophical beliefs, criminal offences (alleged, or committed), criminal conviction background, racial or ethnic origin, trade union membership, sexual orientation, sexual history, behaviour or genetic data. Please refrain from providing us with such sensitive Personal Information.

Use of Cookies

We use cookies on our website and/or mobile application to facilitate your access and use of our services. By browsing or handling of our website and/or mobile app, you consent to our use of cookies to collect information on your online usage data and improve your online experience when browsing or transacting using our website and/or mobile application. If you turn cookies off, some of our services will not function and transactions may not be completed.

Retention of Personal Data

Eco Starland stores your personal data for as long as you remain as our member. Your personal data will be removed from our system ten years after you explicitly express your intention in writing to terminate from our membership program or after membership is terminated due to any other reasons. If your membership has been inactive for ten years, your personal data will be removed from our system immediately.

We do not store your credit card information. The credit card information you provide while transacting with us is solely used for effecting payment from you to us; which may involve third-party financial institutions, who implement industry-standard security mechanism.

Protection of Personal Data

Among several other security control measures, Eco Starland implements the following industry best practices to ensure your personal data with us are safe:

- Firewall to protect the systems against unauthorized access from the Internet.
- Secure Socket Layer (SSL) encryption to secure your data during its transmission over the Internet.
- Where applicable, advanced antivirus solutions are actively monitoring and protecting Eco Starland systems from the work of malicious software and attacks.

Contacting Us-Withdrawal of Consent, Access and Correction of Personal Data

You may withdraw your consent for the collection, use and/ or disclosure of your personal data by sending an email to our Customer Services Officer at our retail outlet. However, we may not be able to continue providing the services to you if consent is withdrawn, and we may need to terminate your existing membership with us.

If you would like to withdraw or change your consent to receive marketing and promotion information from us, you can either approach our Customer Services Officer, sales representative or do so via our website or mobile application.

You may access your personal data (e.g. membership information, group performance information such as product sales commission history) and correct your contact information only via our website or mobile application. If you would like to request to access/correct other personal data, or if you have any feedback/complaint concerning our Personal Data Protection Policy, you may contact our Customer Service Officer at the email address below.

To assist us in dealing with your request, please provide us with your full name and contact number.

Email: support@ecostarland.com

This policy is effective as of 08 August 2020.