



Entwine's customer private and secure policy.

This policy describes how customer data is secured, used and your rights.

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Purpose and scope of information collection

Data collection on Entwine's official website includes customer information including:

- First and last name,
- Sex,
- Electronic mail address (Email),
- Phone number,
- Date of birth,
- Customer's delivery address,
- Entwine product purchase history at Entwine sales channels.

Information collection is to ensure your maximum benefits. This is essential information that we need to provide when customers ask for advice or want to buy products and to contact you for verification.

Members will be responsible for themselves about security and storing all service usage activities under self-provided information and personal email box. In addition, members are responsible for promptly notifying Entwine about unauthorized use, abuse, security violations, retention of account names and passwords from third parties to come up with solutions. Fit.

Scope of information use

We use the information members provide to:

- Contact to confirm orders and deliver goods to customers upon receiving requests;
- Provide product information to customers if requested by that customer;
- Send emails about our new products or programs;
- Send notifications about activities on the website;

- Contact and resolve with users in special cases.

Used for the right purpose. Do not use users' personal information other than for transaction-related confirmation and contact purposes.

Legal agencies. When there is a request from a judicial agency, including: the Procuracy, the court, or the police agency to investigate a certain law violation by the customer.

Information storage time

Ask the admin.Members' personal data will be stored until the administrator requests cancellation. In all other cases, member personal information will be kept confidential on our system.

Individuals or organizations can access the information system

Subjects with access to customers' personal information fall into one of the following cases:

- Company employee.
- Partners have signed a contract to perform part of the Company's services.

Partners This person will receive information according to the contract agreement (possibly part or all of the information depending on the contract terms) to support users in using the services provided by the Company.

DirectionConveniences and tools to help users edit personal data

Right to self-inspection.Members have the right to check, update, adjust or cancel their personal information by contacting the website administrator.

Right to complain.Members have the right to submit complaints about information security content, please contact the Website's management board. When receiving this feedback, we will confirm the information. In case the member's feedback is correct, depending on the level, we will take timely measures.

Protect your personal information

Privacy statement.We will provide an appropriate level of protection for personal data and ensure that appropriate technical and organizational security measures are in place (including, among other things, staff training and education). relevant) to protect personal information from accidental or unauthorized destruction, accidental loss or alteration, unauthorized disclosure or access, as well as any form of other forms of illegal interference.

Security warning.However, no data transmission method can guarantee absolute security over the Internet. Therefore, We cannot guarantee the security of any of your personal information stored or sent to Us. We encourage you to exercise caution when using the Internet to access our websites, applications or social networks.

Muscle mechanism for receiving and resolving consumer complaints

Complaint resolution process.Any arising disputes will be resolved on the basis of negotiation from both sides. In case the desired agreement cannot be reached, either party has the right to bring the case to the competent People's Court for resolution.

Gather information.When it cannot be resolved through negotiation and conciliation as above, the violated party gathers evidence such as emails, text messages... and contacts the Company. We will contact the complainant to resolve.

Recommend forwarding the case to the competent authorities.If the case goes beyond our jurisdiction, we will request to transfer the case to the competent authorities. In this case, still coordinate support to best protect the violated party.

Ensure customer information security.Members' personal information is committed to absolute confidentiality according to the personal information protection policy. The collection and use of each member's information is only carried out with that customer's consent, unless otherwise prescribed by law. Do not use, transfer, provide or disclose to any third party the member's personal information without the member's consent. Absolutely secure all members' online transaction information, including digital accounting

invoice information and documents

Full information.In the event that the information server is attacked by hackers resulting in the loss of member personal data, we will be responsible for reporting the incident to the investigating authorities for timely handling and notifying members. member is known.

Require verification of personal information. The management board requires individuals when registering or purchasing to provide all relevant personal information such as: Full name, contact address, email, phone, etc., and is responsible for this. Legality of the above information. The Management Board is not responsible nor will it resolve any complaints related to that member's rights if it deems that all of that member's personal information provided upon initial registration is inaccurate.

Changes to this policy

Policy changes. Our policy may change from time to time to reflect changes in our processing of your personal information. We will notify you of any material changes as required by law. We will post an update on Our website.