CUBEMAK LABS (PVT) LTD

Privacy policy

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How we handle information, respect your choices and protect your privacy.

1. About this policy

CUBEMAK LABS (PVT) LTD ("Cubemak Labs", "we", "us" or "our") explains in this policy how we handle personal information when you visit our website, contact us, discuss a project, apply for a role or use a service for which we determine how personal information is used.

When we process information on behalf of a business customer, we act under that customer's instructions and the applicable service agreement and data-processing terms. The customer's own privacy notice may also apply. This policy does not replace mandatory rights under applicable law.

2. Information we collect

- **Contact and enquiry information:** your name, email address, telephone number, organization and the information you choose to send us.
- **Project and service information:** requirements, correspondence, support requests and records needed to deliver an agreed service.
- **Commercial records:** contracts, invoices, payment references and related business communications, where relevant to an engagement.
- **Recruitment information:** your application, professional history and other information you provide when discussing a role.
- **Technical and security information:** hosting and communications systems may record IP addresses, request times, browser information, access events and diagnostic information needed to operate and protect services.

We collect information directly from you, from your authorized organization or representatives, and through the systems used to deliver an agreed service. Please avoid sending passwords, payment-card details or sensitive personal information in a general enquiry.

3. Why we use information

- Respond to enquiries, arrange discussions and prepare proposals.
- Establish and perform contracts, deliver services, provide support and manage customer relationships.
- Manage recruitment discussions and applications.
- Maintain business records, billing and legitimate administrative processes.
- Protect our systems, investigate suspected misuse and resolve complaints or disputes.
- Meet applicable legal duties and respond to lawful requests.

- Carry out an additional optional activity only after obtaining the permission required for that activity.

Where a legal basis is required, processing depends on the activity: steps requested before a contract or performance of a contract; compliance with a legal obligation; a legitimate business interest balanced against your rights where permitted; or your consent. We do not use a contractual or business-interest basis to bypass the permission requirement for optional analytics, advertising trackers or AI processing of customer data.

If you do not provide information necessary for an enquiry or contract, we may be unable to respond fully or provide the requested service. Optional information can be withheld without affecting unrelated services.

4. Permission and your choices

We do not use analytics, advertising trackers or AI providers to process customer data without the customer's prior permission. Permission must relate to the specific activity; simply visiting the website or accepting this policy is not consent to those optional uses.

Before such processing begins, we will explain the purpose, information involved, relevant provider or provider category, and available choices. Where individual consent or another legal requirement also applies, the customer's permission does not replace that requirement.

You can withdraw consent by contacting us. Withdrawal does not change the lawfulness of processing already carried out, and it may mean we cannot continue the optional feature concerned. Required contractual or legal processing may continue on a separate lawful basis.

5. Website enquiries, cookies and tracking

The current website enquiry form opens your email application with the details you enter. The form does not submit those details to a website database. Once you send the email, your email service and our communications systems process it to deliver and handle your enquiry.

Our core website does not use optional analytics or advertising trackers without prior permission. Essential hosting, security or service functionality may involve technical logs or necessary storage. Browser settings let you manage cookies and other local storage, although blocking essential functionality may affect a service.

If an optional analytics tool, advertising tracker, embedded service or similar technology is introduced, we will provide the relevant information and obtain permission before enabling it where required. Refusing optional tracking must be an available choice. Links to external services are governed by those services' notices when you choose to use them.

6. AI and automated processing

We do not send customer data to an AI provider or use it for AI model training without the customer's prior permission. Any approved use must be within an agreed purpose, with appropriate data minimization, provider terms, access restrictions and human review.

Before enabling an AI feature that involves personal information, the intended use, relevant data and responsibilities must be agreed. A general service enquiry does not authorize AI processing of its contents.

Where applicable law protects you against a decision based solely on automated processing that has a legal or similarly significant effect, you may request information about the processing, challenge the outcome and seek human review. Any service-specific automated decision process requires an appropriate additional notice.

7. Who may receive information

We do not sell or rent personal information. Information may be made available only as reasonably needed to:

- Authorized personnel and contractors who handle your enquiry or deliver an agreed service.
- Hosting, email, communications and other service providers supporting the relevant business activity, subject to appropriate confidentiality and data-protection arrangements.
- Professional advisers where necessary for legal, accounting, insurance or business administration purposes.
- Authorities or other recipients where disclosure is required by law or reasonably necessary to establish, exercise or defend legal rights, subject to applicable safeguards.
- A successor in a genuine business restructuring or transfer, with appropriate safeguards and notice where required.

Optional analytics, advertising and AI processing remain subject to the prior-permission rule above. We limit access and disclosure to the purpose concerned rather than making customer information generally available.

8. International processing

Information may need to be handled outside the place where you live when authorized personnel or service providers operate elsewhere. Before a restricted transfer, the applicable legal requirements must be met, which may include an adequacy mechanism, approved contractual safeguards, a transfer assessment or another legally permitted arrangement.

Permission for an optional activity does not remove mandatory transfer protections. You can contact us for information about the locations and safeguards relevant to your particular engagement, including a copy or explanation of applicable safeguards where you are entitled to receive it.

9. How long information is kept

We keep personal information only for as long as it is reasonably necessary for the purpose for which it was collected, subject to applicable legal, contractual and record-keeping requirements.

- Enquiries and proposals are retained for the period needed to handle the discussion, reasonable follow-up and any resulting engagement.
- Customer, contract and financial records are retained for service administration and the applicable statutory or contractual record period.
- Support and technical records are retained according to their operational and security purpose.
- Recruitment information is retained for the application process and any further period that is legally justified or separately agreed.

The relevant factors include the type and sensitivity of the information, the purpose, legal duties, limitation periods, unresolved disputes and the feasibility of deleting backup copies. When no longer needed, information is deleted, securely disposed of or anonymized. Backup copies are removed through the applicable retention cycle and are not kept for unrelated use.

10. Security and incident handling

We use reasonable technical and organizational safeguards appropriate to the information and risks involved. These may include access controls, confidentiality obligations, secure transmission, controlled system access, updates, backups and review of relevant service providers.

No website, communication channel or storage system can guarantee absolute security. If a personal-information incident occurs, we will assess and contain it and notify affected customers, individuals or authorities when required by applicable law or our contractual obligations. Please report a suspected security or privacy issue to info@cubemak.com; do not include passwords or unnecessary sensitive records in the initial message.

11. Your privacy rights

Depending on the law applicable to your information, you may be entitled to:

- Know whether we process your information and obtain an explanation of its use, sources and recipients.
- Request access to information and a copy in an appropriate format.
- Correct inaccurate information or complete missing information.
- Request deletion, subject to lawful retention requirements.
- Restrict or object to certain processing, including direct marketing.
- Receive or transfer information in a portable format where applicable.
- Withdraw consent for consent-based activities.
- Opt out of the sale or sharing of information, targeted advertising or certain profiling, and limit certain uses of sensitive information where those rights apply.
- Challenge a qualifying automated decision and request human review.
- Use an authorized representative where permitted, appeal a refusal where available, and complain to a competent privacy authority.

We do not sell or rent personal information, and optional tracking or AI use is not enabled without prior permission. Where legally applicable, recognized browser opt-out signals will be respected for the activities they cover. We will not discriminate against you for exercising applicable privacy rights.

12. How to make a request or complaint

Email info@cubemak.com with the subject "Privacy request", or call +94 11 723 5535. Explain the right you wish to exercise and enough context to locate the relevant records. Please do not send identity documents unless we request an appropriate verification method.

We may need proportionate information to verify your identity or a representative's authority. We respond within the time limit required by applicable law and explain any permitted extension, refusal or fee. Requests are generally handled without charge except where the law allows otherwise. Where a request cannot be granted, we will explain the reason unless prohibited by law and identify available review or complaint options.

If the information is held for a business customer acting as controller, we may direct your request to that organization or assist it under our agreement. You can raise a concern with us first, but this does not limit your right to contact the privacy authority competent for your location or the relevant processing.

13. Sensitive information and children

Please do not send sensitive personal information through general contact channels unless we have specifically agreed a secure process and lawful purpose. Information about health, biometrics, identity documents, financial accounts or similar sensitive matters requires safeguards appropriate to its nature.

Our general business website and services are not directed at children, and we do not knowingly collect children's information through general enquiries. If you believe a child has provided personal information, contact us so we can assess and remove it where appropriate. A service intended for children requires a separate assessment, age-appropriate notice and any legally required parental authorization before processing begins.

14. Marketing and communications

We may contact you to respond to a request, discuss an engagement or provide necessary service information. Any optional marketing activity must meet applicable permission and communications requirements. You can ask us to stop direct marketing at any time using an unsubscribe option where provided or by contacting us.

Opting out of marketing does not prevent essential service, security or legal communications. We do not use advertising trackers without prior permission.

15. Customer systems and lawful technology use

For a customer engagement, the contract should identify the parties' responsibilities, authorized purposes, confidentiality requirements, access limits, subcontracting conditions, security measures, incident assistance, retention and return or deletion of data.

Access to customer systems, testing and technical investigations must be authorized and limited to the agreed scope. This notice does not authorize access to a system or waive requirements concerning cybersecurity, electronic transactions, communications, intellectual property or sector-specific data handling. Additional terms or notices may be required for a particular product, regulated activity or deployment.

16. Changes to this policy

We may update this policy when our services, practices or applicable requirements change. The current version and its update date are shown on this page. Where a change requires fresh permission or direct notice, we will obtain that permission or give that notice before applying the change as required.

The downloadable version reflects the date stated in that document. Please consult this page for the current policy.

17. Contact CUBEMAK LABS (PVT) LTD

For privacy questions, requests or complaints:

CUBEMAK LABS (PVT) LTD
Email: info@cubemak.com
Phone: +94 11 723 5535