

PRIVACY POLICY

Last Updated: August 11, 2025

TechtoNauts is committed to protecting privacy in compliance with the laws of Bangladesh, including the Digital Security Act 2018 and the Information and Communication Technology Act 2006, as well as international data protection standards such as the General Data Protection Regulation (GDPR). This Privacy Policy explains how TechtoNauts collects, uses, discloses, and safeguards information when using our website, services, or products, including website and app development, AI solutions, APIs, UI/UX designs, and R&D initiatives addressing real-time issues in Bangladesh. If these terms aren't agreeable, please refrain from using our services.

Children's Privacy

Our services are only available to those who are older than 16 or younger than 10 (if proven capable). We don't purposefully collect children's personal information. If such data is collected, it will be immediately deleted.

What Data Do We Collect?

We collect information to deliver and improve our services for Bangladeshi businesses and global clients, ensuring compliance with local and international regulations.

a. Personal Information

- ◆ **Contact Information:** Name, email address, phone number, and business details when you request services, contact us, or sign up.
- ◆ **Account Information:** Username, password, and profile details if you create an account for our services or APIs.
- ◆ **Business Data:** Information about your e-commerce or business operations to tailor websites, apps, or AI solutions.
- ◆ **Payment Information:** Billing details for processing transactions, stored securely in compliance with Bangladeshi financial regulations.

b. Non-Personal Information

- ◆ **Usage Data:** IP address, browser type, pages visited, and time spent on our website to enhance user experience.
- ◆ **Device Information:** Operating system, device type, and identifiers to ensure compatibility with our services.
- ◆ **Analytics Data:** Anonymized data collected via cookies or similar technologies to analyze trends and improve services.

c. R&D Data

- ◆ For our R&D programs (e.g., detecting fake products or analyzing food habits), we collect anonymized, aggregated data to train AI and machine learning models, ensuring no identifiable personal information is used without explicit consent.

How Do We Collect Your Data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- ◆ Register online or place an order for any of our products or services.
- ◆ Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- ◆ Use or view our website via your browser's cookies.
- ◆ Interact with our AI solutions, APIs, or R&D tools.

We may also receive your data indirectly from the following sources:

- ◆ Third-party service providers, such as analytics tools or payment processors.
- ◆ Publicly available sources or partners in compliance with applicable laws.

How Will We Use Your Data?

We use your information to:

- ◆ Provide website development, app creation, AI solutions, and APIs for Bangladeshi e-commerce and startups, in any language.
- ◆ Conduct R&D to address real-time problems like counterfeit FMCG, medicines, beverages, and promote organic food access.
- ◆ Process transactions and provide customer support in compliance with Bangladeshi laws.
- ◆ Improve services through analytics and user feedback.
- ◆ Send promotional materials or updates, with your consent as required by Bangladeshi and international laws (e.g., GDPR for EU users).
- ◆ Comply with legal obligations, including data retention and reporting under the Digital Security Act 2018.

If you agree, we will share your data with our partner companies so that they may offer you their products and services. When we process your order, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How Do We Store Your Data?

We implement robust security measures, including encryption, firewalls, and access controls, compliant with the Digital Security Act 2018 and international standards (e.g., ISO 27001 principles). Your data is securely stored at our servers in Bangladesh and cloud providers with GDPR-compliant data centers. We will keep your personal data for as long as necessary to fulfill the purposes outlined or as required by law. Once this time period has expired, we will delete your data by secure erasure methods. However, no internet-based system is 100% secure, and we cannot guarantee absolute security.

Marketing

We would like to send you information about products and services of ours that we think you might like, as well as those of our partners. If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop us from contacting you for marketing purposes or sharing your data with partners. If you no longer wish to be contacted for marketing purposes, please contact us or use the opt-out link in our communications.

What Are Your Data Protection Rights?

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following under Bangladeshi law and, where applicable, international regulations (e.g., GDPR for EU users):

- ◆ **The right to access:** You have the right to request copies of your personal data. We may charge you a small fee for this service.
- ◆ **The right to rectification:** You have the right to request that we correct any information you believe is inaccurate or complete information you believe is incomplete.
- ◆ **The right to erasure:** You have the right to request that we erase your personal data, under certain conditions.
- ◆ **The right to restrict processing:** You have the right to request that we restrict the processing of your personal data, under certain conditions.
- ◆ **The right to object to processing:** You have the right to object to our processing of your personal data, under certain conditions.
- ◆ **The right to data portability:** You have the right to request that we transfer the data we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. To exercise these rights, contact us at the details below. We will respond within 30 days or as required by law.

What Are Cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org or see our Cookie Policy.

How Do We Use Cookies?

We use cookies in a range of ways to improve your experience on our website, including keeping you signed in and understanding how you use our website. See our Cookie Policy for details.

What Types of Cookies Do We Use?

We use essential, performance, analytics, and marketing cookies. See our Cookie Policy for a detailed list.

How to Manage Your Cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy Policies of Other Websites

Our website may link to third-party sites. We are not responsible for their privacy practices and encourage you to review their policies.

Changes to This Privacy Policy

We may update this policy to reflect legal or operational changes. Updates will be posted on this page with a revised "Last Updated" date. Continued use constitutes acceptance of the revised policy.

How to Contact the Appropriate Authorities

Should you wish to report a complaint or if you feel that we has not addressed your concern in a satisfactory manner, you may contact the relevant supervisory authority in your jurisdiction, such as the Bangladesh Telecommunication Regulatory Commission or the EU's data protection authorities (e.g., the Information Commissioner's Office in the UK).

Get In Touch

As a small but passionate team of two, we're always happy to discuss privacy matters:

TechtoNauts

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