



## **Privacy Policy Statement**

HQ Group Co., Ltd.

### **Our Commitment to Privacy**

HQ Group Co., Ltd. (hereafter HQ) is committed to the preservation of your privacy. HQ complies with the European Union Data Protection Directive through the United States Safe Harbor Provisions and Asia Pacific Economic Cooperation forum (APEC) Privacy Framework. HQ also complies with country specific requirements under the laws in Thailand.

### **Information Collection and Use**

HQ is the owner of the information collected on this site. We will not sell or disclose, share or rent this information to others in ways different from what is disclosed in this statement.

HQ collects information from our customers only through password-enabled or secure interface access points.

The types of Information we collect from our customers may include name, company, postal address, phone numbers, fax numbers, e-mail addresses, manner of payment, amount of payments, date of payments and credit card or bank account information.

We use such information for the administration to provide products and services to our customers.

HQ may request personal information so that we can follow up with you as necessary if you contact us. HQ may also ask you to provide personal information or answer survey questions to receive samples or other offers.

### **Registration**

In order to use our services, a potential customer must first complete the appropriate registration. The customer is required to give adequate information to process necessary service.

### **Orders and Payments**

In order to place order, a customer must provide contact information, (such as name, postal address and shipping address). Customer has to provide financial information (such as credit card number, expiration date) to settle payments online or offline. That information is used for processing orders and billing purposes.

### **Log Files**

We use IP addresses to analyze trends, administer our site and servers, track access, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. It is possible that personal information about a customer may be included in the log files due to the normal functions of IP addresses and Web browsing.

### **Sharing**

We do not share your data with others except as necessary to process payments, provide services, or in response to court-issued subpoenas or search warrants. In order to protect our legal interests, in the event of a subpoena or search warrant, HQ will voluntarily provide to all legal authorities any and all information requested, with or without contacting you.

### **Links**

This website contains links to other sites. Please be aware that HQ is not responsible for the privacy practices of such other sites. We encourage our visitors to be aware when they leave our site and to read the privacy statements of each and every website that collect personally identifiable information. This privacy statement applies sole to information collected by this website for HQ.

## **Marketing Surveys**

From time-to-time our site requests information from customers or site visitors via surveys or questionnaires. Participation in these surveys or questionnaires is completely voluntary. Information requested of participants may include contact information (such as name and address) and demographic information (such as zip code and age). Survey information will be used for purposes of monitoring or improving the service and satisfaction of this site. We may also provide marketing materials and information about our services along with your invoice for services rendered.

## **Security**

This web site takes every precaution to protect our customers' information. When you submit sensitive information via the website, your information is protected both online and offline. Our registration forms ask you to enter sensitive information (such as credit card number and/or password), that information is encrypted and protected.

All of our customers' information, not just the sensitive information mentioned above, is restricted to our offices. Only employees who need the information to perform a specific job are granted access to personally identifiable information. As a secure facility, our offices are restricted to employees and escorted authorized visitors only. Employees are kept up-to-date on our security and privacy practices. The data servers on which we store personally identifiable Information are kept in a secure environment within our private premise and contracted host servers.

In the event a customer forgets their password, they must provide personal information to authenticate themselves and obtain the password. Additionally, customers can access their own personal data by authenticating themselves. They may access their accounts to retrieve their purchase history.

## **Your Acceptance of Our Privacy Statement**

By using this website, you signify your acceptance of this Privacy Policy Statement and you adhere to the terms and conditions posted on the website. If you do not agree with any of these terms, please do not use this website or submit any personal information.

## **Correcting / Updating Personal Information**

If a customers' personally identifiable information changes, or if a customer no longer desires our services, we will endeavor to provide a way to correct, update or remove that customer's personal data in our records. In most cases, this can be achieved through the website. Otherwise, please contact us at [sales@hqpapermaker.com](mailto:sales@hqpapermaker.com) .

## **Changes Notification**

If we change our privacy policy, we will post the changes on this page so that our customers will always be aware of what information we collect.

## **Contact Us**

If you have questions or concerns about these privacy policies or your privacy, please contact us at [sales@hqpapermaker.com](mailto:sales@hqpapermaker.com) or use postal address below.

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