Privacy Policy

Your privacy is important to us.

DIGITAL SERVICES & TECHNOLOGY FORGE LTD, BARTLE HOUSE 9 OXFORD COURT, MANCHESTER, ENGLAND M2 3WQ, United Kingdom. (further "We", "Us", "Our") operates under the careertoolkit.my brand and respects your privacy regarding any information we may collect from you across our website https://careertoolkit.my/. We respect your privacy rights. This Privacy Policy describes what personal information is collected from users of the Website and how this information is processed and protected.

Information We Collect and Use of Information

When you visit our website or connect to our servers, we might collect and process the following data:

- Your computer's Internet Protocol address.
- Information about the browser used when you visit our website.
- The time of your visit to the website.
- Any further data that you choose to share, including when you register an account on our website or fill in the fields on your user profile.
- CV files, cover letters, creator templates, human CV order briefs, delivery files, notes, target role information, LinkedIn URLs, and related documents you upload or submit.
- Creator and human CV provider profile information, including display name, legal name, country, bio, specialties, verification status, payout method, and payout identifiers.

This data is considered identifying information because it can personally identify you. We only request personal information relevant to providing you with a service and only use it to help provide or improve that service.

We collect information by fair and lawful means, with your knowledge and consent. We also let you know why we are collecting it and how it will be used. You are free to refuse our request for this information, with the understanding that we may be unable to provide you with some of your desired services without it.

We collect this information in order to:

- Administer our website and personalize it for you.
- Process token purchases, human CV orders, creator template submissions, manual payout requests, and related account workflows.
- Review creator templates, make buyout offers, process accepted offers, and purge rejected or declined submissions from active storage.
- Fulfil human CV orders by allowing assigned human providers and authorized administrators to access the order brief and uploaded source files.

- Use accepted creator templates, after rights transfer and appropriate anonymization, to train and improve the careertoolkit.my AI model.
- Monitor and analyze trends, usage, and activity in connection with our website and Services, and provide third parties with aggregated and anonymized statistical information about our users.
- Prevent, detect, and investigate violations of this Privacy Policy, our website, fraud, and other illegal activities.

When you access the website or use our Services, we may place small data files called cookies on your computer or other device.

We use these technologies to recognize you as our user, customize our website for you, and monitor usage of our website. See the Cookie Policy section on our website for more information.

We may use a combination of identifying and non-identifying information to understand who our visitors are, how they use our Services, and how we may improve their experience of our website in the future. We do not disclose the specifics of this information publicly but may share aggregated and anonymized versions of this information, for example, in website and customer usage trend reports.

Data Processing and Storage

We only retain personal information for as long as necessary to provide a service or to improve our Services in the future. While we retain this data, we protect it within commercially acceptable means to prevent loss and theft, as well as unauthorized access, disclosure, copying, use, or modification. No method of electronic transmission or storage is 100 percent secure, and we cannot guarantee absolute data security.

Uploaded CV files, creator templates, and delivery files are stored in private server storage. Access is limited to the account owner, assigned provider where applicable, and authorized administrators. Uploads and downloads are handled through authenticated application routes and are not served as public static files.

If a creator template submission is rejected or the creator declines an offer, we purge the uploaded copy from active storage and mark the asset as purged, except for limited records we must retain for security, audit, legal, or dispute purposes. If a creator accepts an offer, the accepted template may be retained and used in our AI training and improvement corpus.

Payout details are encrypted at rest. We store limited payout metadata, such as the payout method and last four visible characters of the payout identifier, to help you and our administrators identify the payout destination without displaying full details.

How We Protect Personal Data

Personal data is subject to additional safeguards to ensure it is processed securely. For example, we work to ensure data is encrypted when in transit and storage, and access to this data is limited to a minimum number of individuals and subject to confidentiality commitments.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee

the security of your data transmitted to any of our websites, and any transmission is at your own risk. Once we receive your information, we use strict procedures and security features to try to prevent unauthorized access. When possible, encryption is used.

Personal Data Processing

We hereby inform our clients that we perform processing of personal data in accordance with the personal data protection laws and regulations of England and Wales, including the UK General Data Protection Regulation and the Data Protection Act 2018. By accepting this agreement, the customer accepts personal data processing.

PCI Standards and Payment Security

We provide paid products and or services on our website. In that case, we use third-party services for payment processing.

We do not retain, share, store, or use personal information for any purposes beyond those necessary to provide our paid products or services, comply with legal obligations, or protect our platform. Credit or debit card information is provided directly to our third-party payment processors and is not stored by us. Those payment processors are bound by their own privacy terms and adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council. Any use or sharing of personal information beyond what is necessary to provide the service or comply with law will only take place with your explicit consent.

We work to protect the security of your information during transmission by using Secure Sockets Layer software that encrypts information when you log in.

Information Sharing and Disclosure

We do not sell or rent any personally identifiable information about you to any third party.

We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, judicial proceedings, court orders, or legal process, including in response to public authorities to meet national security or law enforcement requirements, or where we believe it is necessary to investigate, prevent, or take action regarding illegal activities and as otherwise required by law.

Our contractors may have access to personally identifiable information to help carry out the services they are performing for us.

Assigned human CV providers may access only the human CV orders assigned to them, including the source CV, order brief, and delivery workflow. They may not access unrelated customer orders.

Creator reviewers and authorized administrators may access creator submissions for review, offer, rejection, audit, and payout administration. Creator identity is not displayed to end users as part of AI-generated output.

Accepted creator templates are not publicly resold, published, or shown directly to other users. Before templates enter the AI training pipeline, we remove personally identifiable information where reasonably possible and process them as part of an internal training corpus.

Cookies

We use cookies to collect information about you and your activity across our website and to increase the effectiveness of https://careertoolkit.my/, as well as to help obtain information about users, including from which country users visited the site, their number, which pages they visited, and what their advertising preferences are. Cookies are small text files temporarily placed on your computer or other device connected to the Internet.

If you do not wish to accept cookies from us, you should instruct your browser to refuse cookies from our website, understanding that we may be unable to provide you with some of your desired Services without them.

This Privacy Policy covers only the use of cookies between your computer and our website. It does not cover the use of cookies by any third-party services we use on our website.

Third-Party Access to Information

We may use third-party services for our website and marketing activities. These services may access personal data solely to the extent necessary to perform specific tasks on our behalf, such as payment processing, hosting, analytics, support, or communications, and are expected to operate under confidentiality, contractual restrictions, and applicable data protection standards. We do not share personally identifying information with third parties for any purpose beyond providing our services or complying with legal obligations unless you have given explicit consent.

We do not give these services permission to disclose or use any of our data for any other purpose.

We will refuse government and law enforcement requests for data if we believe a request is too broad or unrelated to its stated purpose. However, we may cooperate if we believe the requested information is necessary and appropriate to comply with legal process, protect our own rights and property, protect the safety of the public or any person, prevent a crime, or prevent what we reasonably believe to be illegal, legally actionable, or unethical activity.

We do not otherwise share or supply personal information to third parties.

We do not sell or rent your personal information to marketers or third parties.

We do not sell creator templates as public marketplace products. Purchased creator templates are used internally to train and improve careertoolkit.my's AI services after the creator accepts the buyout offer.

Minors Privacy

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor's use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records.

If you become aware of any data we have collected from children under 18 years of age, please contact us.

Limits of Liability

This Privacy Policy only covers our own collection and handling of data. We only work with partners, affiliates, and third-party providers whose privacy policies align with ours. However, we cannot accept responsibility or liability for their respective privacy practices.

Our website may link to external sites that are not operated by us. We have no control over the content and policies of those sites and cannot accept responsibility or liability for their respective privacy practices.

Changes to This Policy

At our discretion, we may update this Privacy Policy to reflect current acceptable practices. We will take reasonable steps to let users know about changes via our website. Your continued use of this website after any changes to this Privacy Policy will be regarded as acceptance of our practices around data and personal information.

Your Rights and Responsibilities

As our user, you have the right to be informed about how your data is collected and used.

- You are entitled to know what data we collect about you and how it is processed.
- You are entitled to correct and update any personal information about you and to request that this information be deleted.
- You are entitled to restrict or object to our use of your data, while retaining the right to use your personal information for your own purposes.
- You have the right to opt out of data about you being used in decisions based solely on automated processing.

Governing Law

This Privacy Policy and any disputes or claims arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales. The parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.

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