

## **ROTIBOY E-COMMERCE TERMS & CONDITIONS**

### **ROTIBOY ONLINE PRE ORDER TERMS & CONDITIONS**

#### **GENERAL**

1. By registering on, using and ordering the Rotiboy E-Commerce platform, the customer hereby accepts and comply with the terms and conditions of the Rotiboy E-Commerce site including the various Policies governing the Ordering, Delivery, Pick Up, Changes and Cancellation Policies.
2. Management reserves the right to amend or change the terms and conditions without prior notice.

#### **A. PRE ORDER & PAYMENT POLICY**

1. Online Pre Order Bookings will be available one day in advance before next day pick up, 0800hrs daily.
2. Confirmation SMS needs to be presented upon collection.
3. Orders without payment will be cancelled.
4. Kindly note that payments made will appear on your bill as HOT BUNS MANAGEMENT PTE LTD.

#### **B. PRE ORDER CANCELLATION & REFUND POLICY**

1. All orders are final and non-refundable. No cancellation and changes are allowed once orders are confirmed.
2. However, Rotiboy reserves the right to appropriately handle each order on a case-by-case basis.

#### **C. RETURN POLICY**

1. As all our products are perishable products and vulnerable to mishandling, products CANNOT be returned under any circumstances.
2. Despite our NO RETURN POLICY, we will investigate every feedback on our product and take any appropriate remedial actions depending on the nature and facts of each case.

#### **D. PERSONAL DATA**

1. In this Personal Data Protection Policy, “Personal Data” refers to any data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which we have or are likely to have access, including data in our records as may be updated from time to time.
2. Generally, Rotiboy collects Personal Data, either directly from you or from your authorised representatives (i.e. persons whom you have authorised, persons who have been validly identified as being you or your authorised representative pursuant to our then-current security procedures), from third parties, or from publicly available sources or through our website in the following ways:

- a. when you submit a form for registering as a customer on our website or any other forms relating to any of our Products and Services
  - b. when you interact with our customer service team, for example, via telephone calls, letters, face-to-face meetings and emails
  - c. when you use some of our services, for example, websites and apps including establishing any online accounts with us
  - d. when you request that we contact you, be included in an email or other mailing list
  - e. when you respond to our promotions, initiatives or to any request for additional Personal Data
  - f. when you are contacted by, and respond to, our marketing representatives and customer service team
  - g. when we receive references from business partners and third parties, for example, where you have been referred by them
  - h. when you submit your Personal Data to us for any other reasons.
  - i. when you browse our website
3. If you provide us with any Personal Data relating to a third party (e.g. information of your spouse, children, parents, and/or employees), by submitting such information to us, you represent to us that you have obtained the consent of the third party to provide us with their Personal Data for the respective purposes.
4. You should ensure that all Personal Data submitted to us is complete, accurate, true and correct. Failure on your part to do so may result in our inability to provide you with the Products and Services you have requested.
5. Rotiboy collects, may use and disclose your Personal Data for the following purposes:
- a. responding to your queries and requests;
  - b. managing the administrative and business operations of Rotiboy and complying with internal policies and procedures;
  - c. facilitating business asset transactions (which may extend to any mergers, acquisitions or asset sales) involving any of the Companies;
  - d. matching any Personal Data held which relates to you for any of the purposes listed herein;
  - e. resolving complaints and handling requests and enquiries;
  - f. preventing, detecting and investigating crime and analysing and managing commercial risks;
  - g. providing media announcements and responses;
  - h. monitoring or recording phone calls and customer-facing interactions for quality assurance, employee training and performance evaluation and identity verification purposes;
  - i. organising promotional events;

- j. legal purposes (including but not limited to obtaining legal advice and dispute resolution);
  - k. conducting investigations relating to disputes, billing or fraud;
  - l. meeting or complying with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies which are binding on Rotiboy (including but not limited to responding to regulatory complaints, disclosing to regulatory bodies and conducting audit checks, due diligence and investigations); and
  - m. purposes which are reasonably related to the aforesaid.
6. Rotiboy will take reasonable steps to protect your Personal Data against unauthorised disclosure. Subject to the provisions of any applicable law, your Personal Data may be disclosed, for the purposes listed above (where applicable), to the following:
7. Rotiboy's related corporations and employees to provide content, Products and Services to you, address your questions and requests in relation to your customer accounts, subscription and billing or order arrangements with us as well as our Products and Services, to activate, deactivate, install, maintain and operate our systems and/or services;
- a. companies providing services relating to insurance and consultancy to Rotiboy;
  - b. agents, contractors or third party service providers who provide operational services to Rotiboy, such as courier services, telecommunications, information technology, payment, printing, billing, payroll, processing, technical services, training, market research, call centre, security or other services to Rotiboy;
  - c. vendors or third party service providers in connection with marketing promotions and services offered by Rotiboy or its preferred partners;
  - d. commercial shops and retailers in relation to providing rewards and benefits;
  - e. any business partner, investor, assignee or transferee (actual or prospective) to facilitate business asset transactions (which may extend to any merger, acquisition or asset sale) involving any of the Companies;
  - f. our professional advisers such as auditors and lawyers;
  - g. relevant government regulators, statutory boards or authorities or law enforcement agencies to comply with any laws, rules, guidelines and regulations or schemes imposed by any governmental authority; and
  - h. any other party to whom you authorise us to disclose your Personal Data to.
8. Governing Law: This Personal Data Protection Policy and your use of this website shall be governed in all respects by the laws of Singapore.