

PRIVACY POLICY

Effective Date: May 12, 2025

Last Updated: May 12, 2025

InnovaWave Labs Limited (“InnovaWave Labs”, “we”, “us”, or “our”) respects the privacy of individuals who interact with our services, platforms, and communications. This Privacy Policy describes how we collect, use, disclose, store, and protect personal information obtained through our website <https://innovawavelabs.com> (the “Site”) and related services (the “Services”).

By accessing or using our Services, you agree to the collection and use of your personal data in accordance with this Privacy Policy. If you do not agree with our practices, please do not use the Services.

1. INFORMATION WE COLLECT

We collect both personal and non-personal information to provide, improve, and secure our Services. This includes:

a) Information You Provide Voluntarily:

- Full name, email address, phone number
- Business name, job title, or company affiliation (if applicable)
- Account credentials or login information
- Payment and billing details (processed via third-party providers)
- Any other data you choose to submit via forms, surveys, or support channels

b) Information Collected Automatically:

- IP address and approximate geolocation
- Browser type and device identifiers
- Pages visited, duration of visit, and user behavior on the Site
- Cookies, analytics data, and similar tracking technologies

2. HOW WE USE YOUR INFORMATION

We use personal data strictly for legitimate business purposes, including but not limited to:

- Providing and operating the Services
- Processing payments and issuing invoices
- Responding to inquiries and providing customer support
- Sending updates, administrative messages, or promotional communications
- Improving user experience through analytics and performance monitoring
- Preventing fraud, abuse, and unauthorized access
- Complying with applicable obligations (non-jurisdictional)

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

3. COOKIES AND TRACKING TECHNOLOGIES

We use cookies, web beacons, pixels, and similar technologies to:

- Enhance site performance and user experience
- Analyze traffic patterns and site usage
- Retain user preferences and session information
- Enable authentication and security features

You can manage cookie preferences through your browser settings. Disabling cookies may affect certain site functionality.

4. DATA SHARING AND DISCLOSURE

We may share your information under the following circumstances:

a) With Trusted Service Providers:

We use third-party processors to assist with payment handling, email delivery, hosting, analytics, and other business operations. These providers are contractually bound to safeguard your data.

b) For Business Operations:

In the event of a merger, acquisition, or sale of assets, your information may be transferred to a new entity as part of the transaction.

c) To Comply with Obligations:

We may disclose your data if required to do so by applicable processes or to enforce our legal agreements.

5. DATA RETENTION

We retain your personal data only for as long as it is necessary to fulfill the purposes described in this policy, unless a longer retention period is required for legal, contractual, or operational obligations.

When personal data is no longer needed, we securely delete or anonymize it in accordance with internal procedures.

6. YOUR RIGHTS AND CHOICES

Depending on where you reside and applicable laws, you may have certain rights, which may include:

- The right to access or obtain a copy of your personal data
- The right to correct or update inaccurate information
- The right to delete your personal data (subject to retention limitations)
- The right to object to or restrict certain types of processing
- The right to withdraw consent (if processing was based on consent)

You may exercise these rights by contacting us (see Section 10).

We will respond to all legitimate requests in a timely manner.

7. DATA SECURITY

We implement reasonable administrative, technical, and physical safeguards to protect your data from loss, misuse, or unauthorized access.

Examples include:

- Encrypted transmission of data (e.g., HTTPS)
- Access controls and authentication procedures
- Secure storage and backup protocols

While no system is 100% secure, we continuously assess and improve our security practices.

8. INTERNATIONAL TRANSFERS

Given our global operations, your information may be stored or processed in multiple countries. We take steps to ensure that your data receives adequate protection regardless of where it is processed, in line with commercially recognized safeguards.

9. CHILDREN'S PRIVACY

Our Services are not directed at or intended for children under the age of 18. We do not knowingly collect personal data from individuals under this age. If we become aware that such data has been collected inadvertently, we will take appropriate steps to delete it.

10. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or how your information is handled, please contact us at:

InnovaWave Labs Limited

5003, 5/F, Yau Lee Centre, 45 Hoi Yuen Road, Kwun Tong, Hong Kong

Email: contact@innovawavelabs.com

Company Registration Number: 77978628

11. UPDATES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, or legal obligations. The most current version will always be available on this page, with the effective date clearly indicated.

We encourage you to review this policy periodically to stay informed of how we handle your personal data.