

Mobile.Net Privacy Policy

Last Updated: April 11, 2024

Please read the following Privacy Policy carefully.

We respect the privacy of our customers and visitors to our Website, <https://mobile.net>. While offering our Website users the advantages and convenience of Web-based technologies, we also strive to employ practices that ensure information collected about customers and visitors is used conscientiously and appropriately.

This Privacy Policy outlines the use of personally identifiable information collected on the Website. The Privacy Policy does not encompass other Websites referenced by us in print, online, or in e-mail.

What information is collected on the Website?

Generally, information is used to help us better serve our customers and other users.

- General visitors: We collect information for internal marketing purposes about pages that visitors browse. This information does not contain e-mail addresses.
- Customers: We collect personally identifiable information necessary for registration and billing from customers who purchase our products and services online.

Do we use "cookies?"

A "cookie" is a packet of information that a Web server sends to a user's computer to identify that specific user the next time he or she visits the site. We use cookies to find out more about the use of our Website and user preferences to improve our services. The information we collect through cookies helps us (1) remember user information, so it is not necessary to re-enter it; (2) understand how users interact with the Website; (3) measure the usability of our Website; and (4) make sure the Website is working properly.

How do we use information collected on the Website?

The information we collect is used to improve the content of our Website, enhance the value of our products, and communicate with customers to:

- Take and handle orders, deliver products and services, process payments, and communicate about orders, products and services, and promotional offers;
- Manage customers online accounts and provide related customer services;
- Monitor and analyze trends, usage and activities in order to operate and improve our Website;
- Detect fraud and abuse in order to protect the safety and security of customers;

- Send marketing and advertising communications by email or other agreed forms (including social media campaigns);
- Internal record keeping purposes; and
- We may contact visitors and customers about events and opportunities.

How many visitors or customers opt out of receiving materials?

Any visitor or customer who does not wish to be contacted by us or an organization with which we might otherwise share contact information may let us know by sending an e-mail to privacy@mobile.net. Customers may request to opt out of specific e-mail communications from us or request an overall opt out of both mail and e-mail communications.

Users' Data Privacy Rights

By using the Website, purchasing products or services, or visiting the site, all users acknowledge the collection and use of their personal data by us as outlined in this Privacy Policy. If you do not agree with the use of your personal data as set out in this statement, or the **Terms of Use** posted on the site https://mobile.net/pdf/mobilenet_termsofuse.pdf please do not use this site.

Under the Hong Kong Personal Data (Privacy) Ordinance, users have the right:

- to check whether AWL Limited holds personal data about them and to access such data;
- to require AWL Limited to correct inaccurate data; and
- to ascertain our policies and practices in relation to personal data and the kind of personal data held by AWL Limited by using the contact information below.

How can customers or visitors become informed about changes to the Privacy Policy?

If our information collection and dissemination practices change, we will post the policy changes on this Website, https://mobile.net/pdf/mobilenet_privacypolicy.pdf

How do I contact Mobile.Net?

You may contact us via email sent to privacy@mobile.net. You may also write to us via certified or registered mail addressed to:

AWL Limited
c/o mobile.net
Unit 21 - 16th floor
New Tech Plaza
34 Tai Yau Street
San Po Kong
Kowloon, Hong Kong