

PRIVACY, COOKIE & CYBERSECURITY POLICY

Overview

PAC Ocean Solutions Limited and PAC Districentre Pte Ltd (collectively, “PAC,” “we,” “us,” or “our”) are committed to protecting your privacy and personal data. This Privacy Policy outlines how we collect, use, store, and safeguard your personal information when you visit our website, submit inquiries, or utilize our Mariiner portal and digital offerings.

Information We Collect

We collect personal information in the following ways across our website and services:

- Website Visitors & Inquiry Forms: Name, email address, company name, phone number, job title, and details submitted via quote requests or general contact forms.
- Mariiner Portal Users & Clients: User credentials (usernames, encrypted passwords), account details, vessel logs, operational data, order tracking inputs, and activity logs generated during user sessions on the Mariiner system.
- Technical & Analytics Data: IP addresses, browser types, operating systems, referring URLs, device identifier data, and interaction data collected through cookies.

How We Use Your Information

We process your personal data for the following purposes:

- Delivering marine logistical, supply chain, and operational services requested by clients.
- Providing secure access, vessel tracking, account management, and service fulfillment within the Mariiner client portal.
- Responding to inquiry forms, issuing quotations, processing transactions, and managing ongoing client accounts.
- Improving website performance, portal functionality, and digital infrastructure security.
- Complying with applicable legal, tax, and regulatory requirements (including UK/EU GDPR and Singapore PDPA).

Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance user experience and secure system access:

- Essential Cookies: Necessary for core website functionality, security authentication, and secure portal access (including session handling and state management for Mariiner users).
- Performance & Analytical Cookies: Help us evaluate site interaction and traffic patterns to optimize layout, navigation, and service delivery.
- Functional Cookies: Remember your customized preferences, account settings, and language choices across visits.

Managing Cookies

You can modify your browser settings to decline or clear cookies at any time. However, disabling essential cookies may impact your ability to access certain site features, including the Mariiner portal.

Data Storage, Transfer, and Security

Your data is stored securely using industry-standard encryption, firewalls, and restricted access controls. As an international group operating across the UK, Europe, and Singapore, data may be transferred between PAC group entities or vetted third-party cloud infrastructure providers. All cross-border data transfers are conducted strictly in compliance with applicable data protection laws.

Cybersecurity Framework

We enforce end-to-end data encryption (in transit and at rest), multi-factor authentication (MFA), role-based access controls (RBAC), and continuous threat monitoring across all corporate systems. Our data practices fully comply with the European Union General Data Protection Regulation (GDPR) and the Singapore Personal Data Protection Act (PDPA).

Your Data Rights

Depending on your jurisdiction, you have the right to request access to, correction of, or deletion of your personal data held by PAC. You may also object to or restrict certain data processing activities, or request data portability.

Contact Us

For any privacy-related inquiries, requests regarding your personal data, or support with data processed within the Mariiner portal, please contact us at privacy@pacoceans.com.

PERSONAL DATA PROTECTION & PRIVACY POLICY

PAC Ocean Solutions respects the privacy of our customers, employees, suppliers, business partners and other stakeholders. We are committed to protecting personal data entrusted to us and to handling it responsibly, transparently and in accordance with applicable data protection laws and regulations.

Our Commitment

We collect, use, store and disclose personal data only for legitimate business purposes and in accordance with applicable legal requirements. Our employees, contractors, service providers and business partners are expected to maintain appropriate standards of confidentiality and data protection.

Collection & Use of Personal Data

Personal data may be collected when you communicate or interact with us, use our services, submit forms or documentation, or otherwise provide information to us.

Depending on the nature of our relationship with you, personal data may be used for purposes including:

- Providing and administering our services;
- Responding to enquiries, requests, complaints and feedback;
- Managing customer, supplier and business relationships;
- Processing transactions, billing and payments;
- Fulfilling legal, regulatory, licensing and contractual requirements;
- Maintaining security and preventing fraud or unlawful activities;
- Improving our services and business operations; and
- Other purposes permitted or required by applicable law.

Disclosure of Personal Data

We do not disclose personal data to third parties except where we have your consent, where disclosure is necessary to provide our services, where we engage authorised service providers or business partners, or where disclosure is required or permitted by applicable law.

Where third parties process personal data on our behalf, we take reasonable steps to ensure that appropriate confidentiality and data protection obligations are maintained.

Protection & Retention

PAC Ocean Solutions implements appropriate technical and organisational measures designed to protect personal data against unauthorised access, disclosure, loss, misuse or damage.

We retain personal data only for as long as reasonably necessary to fulfil the purposes for which it was collected, or as required for legal, regulatory or legitimate business purposes.

Your Rights

Subject to applicable laws and requirements, individuals may have the right to:

- Request access to personal data held by us;
- Request correction of inaccurate or incomplete personal data; and
- Withdraw consent for the collection, use or disclosure of personal data where applicable.

Withdrawal of consent may affect our ability to provide certain services where the relevant personal data is necessary for those services or required by law.

International Data Transfers

As PAC Ocean Solutions operates internationally, personal data may be transferred across borders where necessary for legitimate business purposes. Where personal data is transferred outside Singapore, we will take appropriate steps to ensure that the transfer complies with applicable data protection requirements and provides an appropriate level of protection.

Contact Us

For any questions, please contact PAC Ocean Solutions through the official company contact channels.