

**Effective Date: [07/07/2025]**

*“This policy defines the end-to-end framework for user account creation, management, and security across **SimStar Asia Limited** digital platforms”*

**1. Registration Requirements****1.1 Eligibility Criteria**

- Minimum age: 18 years
- Corporate accounts require valid business registration documents

**1.2 Mandatory Information**

Basic Registration

Field Category	Required Data
<b>Personal Information</b>	First name, Last name, Email, Mobile number, Username
<b>Business Information</b>	Company name, Business type, Full address (Country/State/City/Zip)
<b>Referral Details</b>	Two referral contacts (Name, Company, Phone)
<b>Documentation</b>	Photo ID proof, Business ID proof

**1.3 Verification Methods**

Data Type	Verification Process
<b>Email</b>	OTP sent via email (mandatory)
<b>Mobile Number</b>	Collected but not verified
<b>Government IDs</b>	Visual inspection of uploaded documents

**2. Account Security****2.1 Credential Requirements**

- Password: Minimum 8 characters
- No 2FA/MFA implemented currently

**2.2 Session Controls**

- No device/login attempt restrictions
- No automatic logout due to inactivity

### **3. Data Collection & Use**

#### ***3.1 Collected Data***

- Personal: Name, email, mobile, ID copies
- Behavioral: Page visits, search history (for internal analytics only)

#### ***3.2 Marketing***

- Opt-in only for promotional communications
- Unsubscribe option in all marketing emails

### **4. Compliance & Verification**

#### ***4.1 KYC Process***

All users must submit:

- 1 Personal ID (Passport/Driver's License)
- 1 Business ID (Trade License/Company Registration)
- Or any other document as required by case to case basis

#### ***4.2 Data Retention***

- Active accounts: Retained indefinitely
- Inactive accounts: No automatic deletion

### **5. User Rights**

#### ***5.1 Data Access & Deletion***

- Data download: Not available
- Account deletion: Request via email to [\[info@simstar.co\]](mailto:info@simstar.co)

#### ***5.2 Marketing Preferences***

- Manage subscriptions via email footer links
- Can be cancelled through email to [\[info@simstar.co\]](mailto:info@simstar.co)

### **6. Security Protocols**

#### ***6.1 Encryption Standards***

- Data in transit: TLS 1.2+ (Web)
- Data at rest: AES-128 (To be upgraded to AES-256)

#### ***6.2 Breach Response***

- Notification timeline: Within 72 hours of confirmation

### **7. Platform-Specific Rules**

#### ***7.1 Mobile Apps***

- Follows iOS App Store and Google Play Store guidelines
- No biometric authentication ( depends on the device used and the authentication kept )

#### ***7.2 Web Portal***

- Browser support: Chrome, Firefox, Safari (latest versions)
- No CAPTCHA or cookie consent management

### **8. Prohibited Activities**

#### ***8.1 Banned Actions***

- Fake accounts or fraudulent information
- Automated data scraping
- Account sharing/reselling

**\*\*Violations result in immediate account termination.**

## 9. Policy Updates and Version Control

We maintain a public changelog of policy revisions:

**Version : 01**

**Date : 07-07-2025**

Material changes will be notified via:

- WhatsApp business messages
- Email announcements
- Website banners (30 days prior)

## 10. Contact Information and Complaints

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Registered Office:

**SimStar Asia Limited**

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This comprehensive policy ensures full transparency about our data practices while meeting the highest standards of global compliance. For any clarification, please contact at

[\[info@simstar.co\]](mailto:info@simstar.co).

<b>VERSION</b>	1
<b>DATE</b>	07-07-2025
<b>CREATED BY</b>	YASHWANTH RAVI
<b>APPROVAL DATE</b>	07-07-2025
<b>APPROVED BY</b>	AJAY PAUL