CBS CHITRA
a brokerage services firm

PRIVACY POLICY

Privacy Policy

PT Chitra Brokerage Services

UAE | INDONESIA

www.ptchitrabrokerage.com

Last updated: 10 January 2024

LEGAL • PRIVACY

Privacy Policy

1 Introduction

PT Chitra Brokerage Services ("Chitra", "we", "us") respects your privacy. This Privacy Policy explains what personal data we collect through www.ptchitrabrokerage.com and in the course of our brokerage, HR consultancy and manpower supply services, how we use it, who we share it with, and the choices and rights you have.

We operate from offices in Dubai (UAE) and Bali (Indonesia). We handle personal data in line with the laws that apply to us, including Indonesia's Personal Data Protection Law (Law No. 27 of 2022) and the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data, as relevant to you.

2 Who is responsible for your data

The data controller is PT Chitra Brokerage Services (NPWP No. 04.671.176.5-906.000). For privacy questions or requests, contact: **info@ptchitrabrokerage.com**.

3 Personal data we collect

Website visitors and enquiries	Name, company, job title, email address, phone number, subject and message when you use our contact form or email us; newsletter sign-up email address.
Clients and business counterparties	Contact details, role, company and ownership information, identity and due diligence documents, and correspondence and transaction-related information needed to carry out our services and compliance checks.
Candidates and workers	CV or resume details, work history, skills, qualifications and certificates, contact details, date of birth, nationality, passport, visa or ID details, references, photographs, and, where required for a role and permitted by law, health or fitness-to-work information.
Employer client staff	Business contact details of the people who instruct us.
Technical data	IP address, browser type and version, device information, pages visited, time spent, referring site and approximate location, collected through cookies and similar technologies (see our Cookie Policy).

4 How we use your data

We use personal data to:

- respond to enquiries and provide the services you request;

- introduce and match buyers, sellers, vessels, commodities, employers and candidates;
- screen and verify candidates' documents and credentials, and share shortlisted profiles with employers for their approval;
- carry out due diligence, know-your-customer, sanctions and anti-money-laundering checks;
- coordinate onboarding and follow up after placement;
- manage our contracts, accounts and client relationships;
- operate, secure and improve the Website;
- comply with legal and regulatory obligations and to establish, exercise or defend legal claims.

5 Legal grounds for using your data

Depending on the law that applies, we rely on one or more of the following: your consent; the need to take steps at your request before a contract or to perform a contract with you; our legitimate interests in running and promoting our business, provided these are not outweighed by your rights; and our legal obligations. Where we rely on consent, you can withdraw it at any time.

6 Who we share your data with

We do not sell your personal data. We may share it with other Chitra offices and affiliated entities, employers and prospective employers, service providers bound by confidentiality, banks or payment agents, and regulatory or law enforcement bodies where required by law.

7 International transfers

Because we operate internationally and use global service providers, your data may be transferred to and stored in countries other than your own. Where required, we put appropriate safeguards in place, such as contractual protections, to protect your data when it leaves your country.

8 How long we keep your data

We keep personal data only as long as needed for the purposes in this policy, including legal, accounting and reporting requirements. Enquiries are kept for 12–24 months, and client or candidate transaction records are retained in compliance with regional regulatory guidelines.

9 How we protect your data

We use reasonable technical and organisational measures to protect personal data against loss, misuse, unauthorised access and disclosure, including access controls and confidentiality obligations for staff. If a data breach affects you, we will notify you and the relevant authorities where the law requires.

10 Your rights

Subject to whether you are governed by Indonesian or UAE jurisdiction, you have the right to ask for a copy of your data, request corrections, ask for erasure, object to or restrict processing, and withdraw consent at any time.

Contact for privacy requests: **info@ptchitrabrokerage.com**

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QUESTIONS ABOUT THESE POLICIES?

Contact Us

For privacy requests or questions about these policies, our team will respond shortly.

PHONE

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Indonesia +62 823 2280 9095

EMAIL

info@ptchitrabrokerage.com

WEBSITE

www.ptchitrabrokerage.com

OUR OFFICES

UAE

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INDONESIA

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