

PRIVACY NOTICE

NAYSWAN NETWORK AND DATA SOLUTION

Introduction

NAYSWAN NETWORK AND DATA SOLUTION (“NAYSWAN”, “we”, “us”, or “our”) respects and values your privacy. This Privacy Notice explains how we collect, use, store, and protect your personal data in compliance with the **Data Privacy Act of 2012 (RA 10173)** and its Implementing Rules and Regulations.

By accessing our website, services, or submitting your information, you agree to the terms of this Privacy Notice.

Organization Details

- **Organization Name:** NAYSWAN NETWORK AND DATA SOLUTION
- **Website:** <https://nayswannetwork.com>
- **Address:** Hanpao Commercial Bldg., Sitio Dama de Noche, Barangay Panasahan, Malolos, Bulacan, 3000
- **Email:** nayswannetwork@gmail.com
- **Contact No.:** 09082856907
- **Sector:** Telecommunications (Internet Service Provider)

Data Protection Officer (DPO)

For any privacy-related concerns, you may contact:

- **Name:** Aradel R. Serdenia
- **Designation:** Data Protection Officer
- **Email:** n1n@dponayswan.com
- **Mobile No.:** 09082856907

Personal Data We Collect

We may collect and process the following:

a. Personal Information

- Full name
- Address
- Contact details (mobile number, email)
- Account and billing information

b. Sensitive Personal Information

- Government-issued IDs (for identity and age verification)
- Payment and financial-related data

c. Technical and Usage Data

- IP address

- MAC address
- Network logs and usage data
- Geolocation data

d. Media and Verification Data

- Photo of valid ID (for verification purposes only)
- Photos of client premises/house (for installation reporting)
- Photos submitted by clients or technicians for documentation

Purpose of Processing

Your data is used for:

- Application and account registration
- Identity and **age verification**
- Service installation and reporting
- Billing and payment processing
- Customer support
- Network monitoring and security
- Legal and regulatory compliance

Legal Basis for Processing

We process your data based on:

- Your consent
- Legitimate business interests
- Compliance with legal obligations

Sensitive personal data is processed only with your **explicit consent**.

Data Sharing

Your data may be shared with:

- Authorized personnel
- Service providers and contractors
- Payment processors
- Government agencies (if required by law)
- Network partners

We do **not sell or trade** your personal data.

8. Data Retention

We retain your data:

- During your active account
- Up to **two (2) years after account closure**

Security Measures

We implement:

- Access controls and confidentiality policies
- Secure systems and firewalls
- Monitoring and logging
- Physical and organizational safeguards

Data Subject Rights

You have the right to:

- Access your data
- Correct inaccurate data
- Object to processing
- Request deletion or blocking
- Data portability
- File a complaint with the National Privacy Commission (NPC)

CONSENT AND ACKNOWLEDGEMENT

By using our website, submitting forms, or applying for our services, you **explicitly consent** to the collection and processing of your personal data.

You further acknowledge and agree to the following:

a. Valid ID Verification

You consent to provide a **valid government-issued ID**, which will be used **only to verify your identity and confirm that you are of legal age**.

b. Photo Documentation

You consent that:

- Photos of your house or installation location may be taken
- Photos may be uploaded by our team or submitted by you

These are used **strictly for successful installation reporting and documentation purposes only**.

c. Geolocation Data

You consent to the collection of your **location (GPS/geolocation)** for:

- Installation verification
- Service reporting
- Network mapping

This will be used **for operational purposes only**.

d. Accuracy of Information

You confirm that:

- All information you provide is **true, correct, and complete**
- You understand how your data will be used

e. Rights and Withdrawal

You understand that:

- You may request access, correction, or deletion of your data
- You may withdraw consent at any time

However, withdrawal may affect our ability to provide services.

Changes to this Privacy Notice

We may update this Privacy Notice from time to time. Updates will be posted on this page.

Contact Us

For privacy concerns:

- **Email:** nayswannetwork@gmail.com
- **DPO Email:** n1n@dponayswan.com
- **Contact No.:** 09082856907