

TRUST & TRANSPARENCY

Privacy Policy

How Macan.id collects, uses and protects personal data when you visit our website or contact our team.

Draft prepared: 15 September 2026 **Effective date:** [confirm before publication]

01 Who we are

Macan.id ("Macan", "we", "us" or "our") is the website of Macan Teknologi Perkasa. The operator identified below is responsible for deciding why and how personal data covered by this policy is processed.

Legal operator: [confirm full registered legal entity name]

Business address: [insert registered business address]

Privacy email: [insert monitored privacy contact email]

Website: <https://macan.id>

02 When this policy applies

This policy covers visitors to Macan.id and people who contact us about our technology services, request proposals, become business contacts, or apply for roles where recruitment is offered. It describes the relevant processing for the features you use.

Where we process personal data on behalf of a client while delivering a project, the client's privacy notice and our agreement with that client govern that processing. A product or service may also have a separate privacy notice explaining its specific practices.

03 Our approach

We aim to collect data relevant to a stated purpose, explain how it is used, limit access and retention, and respect your choices. Providing optional information is voluntary. Required information will be identified when collected; without it, we may be unable to respond or deliver the requested service.

Review status

This draft needs the operator's confirmation of its contact details, actual data practices and publication date. Bracketed fields must be completed before use.

COLLECTION & PURPOSE

Data we collect

The information involved depends on how you interact with Macan.id.

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Information you provide

Enquiries and proposals. Name, email, phone number, company, role, correspondence and project details that you submit through available contact channels.

Client administration. Business contact details, contract records, billing information and service communications needed to manage our relationship. Only provide identity or tax information when specifically requested for a legitimate purpose.

Recruitment, if offered. Contact details, CV, portfolio, work history and information you choose to provide for an application. Future-opportunity retention requires a separate, explained basis.

Subscriptions, if offered. Contact details, communication preferences and records of your consent or opt-out. Please avoid including sensitive personal data in general enquiry fields.

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Technical data and other sources

When you use the website, technical information may include your IP address, browser and device type, operating system, referring page, access time, pages requested and error or security logs. Cookies and similar technologies are addressed on page 3.

We generally collect data directly from you or your device. Business contact information may also come from your organisation, an authorised referral or public professional sources, where permitted. We will provide additional information when required.

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Why we process it

We use relevant data to answer enquiries, prepare proposals, fulfil contracts, administer invoices, provide support, consider applications, maintain website reliability and prevent misuse. Optional marketing is sent where an appropriate basis exists, including consent when required.

Depending on the purpose, processing may rely on your valid consent, steps you request before a contract, performance of a contract, a legal obligation, or a legitimate interest assessed against your rights. We will identify the applicable purpose and basis when needed. Website use alone is not consent to optional marketing.

COOKIES & DISCLOSURE

How data is shared

Access and disclosure should stay connected to the purpose for which data is collected.

07 Cookies and similar technologies

Cookies are small files stored on your device. Essential technologies may support requested functions, security and preference storage. Optional analytics can help measure website use; marketing technologies can measure campaigns or personalise advertising, if deployed.

Where consent is required, optional technologies will be activated only after you consent. You can withdraw that consent using the website's available privacy controls. Browser settings can also block or delete cookies, although some functions may stop working.

Before optional tools are deployed, their notice should identify providers, purposes, data collected, expiry periods and available choices. Embedded media or external services may collect data under their own notices when loaded or used.

08 Who may receive information

Relevant data may be disclosed to authorised team members and service providers supporting hosting, communications, project delivery, support, accounting or recruitment, where those services are used. Providers should receive only necessary information and appropriate confidentiality, security and processing instructions.

We may also disclose information to professional advisers, authorities when legally required, or parties involved in a business transfer, subject to applicable safeguards and notice requirements. A disclosure for another purpose requires an appropriate legal basis and any required notice or consent.

09 Processing outside Indonesia

Some providers may process or store data outside Indonesia. Before a transfer, we must meet applicable transfer requirements, which may involve an adequate level of protection, binding safeguards or consent where the law permits. Relevant destinations and safeguards should be explained for the services actually used.

10 Links to other websites

External websites and services operate under their own privacy policies. Review those policies before submitting information. This policy covers Macan's processing and does not describe every practice of an independent third party.

RETENTION & PROTECTION

Keeping data safe

Personal data should be kept for a defined purpose and protected throughout its lifecycle.

11 How long we keep information

We retain personal data only as long as reasonably needed for its stated purpose, applicable recordkeeping duties and the establishment, exercise or defence of legal claims. The relevant period depends on the record type and circumstances.

Enquiries: through the response and any reasonable follow-up period.

Client and billing records: for the relationship and applicable legal retention periods.

Applications: through the hiring process and any justified follow-up period.

Marketing: until withdrawal or opt-out, with minimal suppression records where needed to honour your choice.

Technical logs: for a limited period proportionate to operational and security needs.

When retention is no longer justified, data should be deleted or irreversibly anonymised. Restricted backup copies may remain until their scheduled replacement; information subject to a valid legal hold may be retained longer.

12 Security and incidents

We maintain technical and organisational safeguards appropriate to the nature and risks of processing. The specific measures used must reflect the systems involved and may include restricted access, secure transmission, updates, backups and staff confidentiality controls. No system can guarantee absolute security.

If a personal data incident occurs, we will assess it, take appropriate containment and remediation measures, and notify affected individuals and the competent authority where required, within applicable legal deadlines.

13 Children and sensitive information

Macan.id is intended for business and professional enquiries. We do not seek children's personal data through general website enquiries. If processing children's data becomes necessary, we will apply the required parental or guardian consent and other safeguards.

If you believe a child has submitted data without appropriate authorisation, contact us so we can assess and address it. Sensitive information should only be collected through an appropriate process with a clear purpose, legal basis and safeguards.

RIGHTS & CONTACT

Your choices matter

You can ask how your data is used and exercise the rights available under applicable law.

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Your privacy rights

Subject to applicable conditions and exceptions, you may request information about processing, access and a copy of your data, correction or completion, deletion or termination of processing, and restriction or postponement of processing. You may withdraw consent and request data portability where applicable.

You may also object to decisions based solely on automated processing that have legal or similarly significant effects, where applicable, and seek remedies for violations. Any such processing requires a clear notice explaining its use and available rights.

Withdrawing consent does not invalidate earlier lawful processing. Some records may still be retained or processed on another valid basis. We will explain relevant restrictions when responding. You can stop optional marketing through an available unsubscribe option or by contacting us.

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Requests and complaints

Send your request to **[insert monitored privacy contact email]**, with the subject **Privacy Request - Macan.id**. Explain your request and the contact details associated with your interaction. We may seek proportionate verification before disclosing or changing personal data.

We will respond within the time required by applicable law and explain any lawful refusal or limitation. You may raise concerns with us and submit a complaint to the competent data protection authority or pursue other remedies available under applicable law.

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Updates to this policy

We may update this policy when our services, practices or legal requirements change. The current version will show its effective date. Material changes will be communicated where required, and fresh consent obtained where necessary.

Publication notes - internal review

Confirm legal entity, address, privacy contact and effective date. Validate collection channels, vendors, cookies, consent controls, retention periods, overseas processing and security statements against actual operations. Review legal applicability before publishing.

Legal framework for review: Indonesia's Law No. 27 of 2022 on Personal Data Protection (UU PDP), together with applicable implementing rules. **Official law reference.** This draft does not certify legal compliance.