

State of the Art Platforms Privacy Policy

Effective 9 October 2026

1 Who this policy covers

This policy explains how the State of the Art Platforms team handles personal information when you visit sotaplatforms.com, contact us or discuss our services. SOTA provides technology infrastructure, integration, development and managed platform services for clients, including membership, payments, rewards, engagement and promotions.

In this policy, “SOTA”, “we”, “us” and “our” refer to the State of the Art Platforms team responsible for this website and enquiries about our services.

Privacy contact: SOTA Privacy Team, hello@sotaplatforms.com.

2 Information we collect and why

When you contact us, we collect the information you provide, such as your first name, work email address, telephone number, company, industry, customer-volume and annual-turnover brackets, existing engagement methods and goals. We use it to respond, arrange discussions, prepare proposals and manage our business relationship. Please share only what is needed for your enquiry.

Our website uses Vercel Analytics to record visits, including page URL, referral source and visit time. Website infrastructure may also process IP addresses, browser and device details and error or security logs to deliver and protect the site.

We collect information directly from you and through the website. If a colleague introduces you or provides business contact details, we use those details for the relevant introduction or enquiry.

You can make a general enquiry without identifying yourself where practical. If you do not provide the details needed for a particular request, we may be unable to respond or provide the requested service. Please do not send passwords, full payment-card details or unnecessary sensitive information through a general enquiry.

3 Permission and marketing

We collect, use and disclose personal information for the purposes explained here, with consent where required or another basis permitted by applicable law. Visiting the website or making an enquiry does not by itself mean you agree to receive marketing.

If we send marketing, we do so only where permitted, identify the sender and provide a way to unsubscribe. You can also contact our privacy contact to opt out or withdraw consent. We explain any effect withdrawal has on a requested service and stop the relevant processing as required by law. Necessary replies and service communications are separate from marketing.

4 Cookies and similar technologies

Cookies are small files stored by your browser. Similar technologies can record website interactions or remember choices. You can manage or delete cookies through your browser settings. Blocking browser storage or external resources may affect website functions.

We use Vercel Analytics to understand website visits. Vercel describes its standard Web Analytics service as using a request-derived visitor identifier rather than third-party cookies, with the visitor session discarded after 24 hours. This is not a statement that all analytics records are deleted after 24 hours.

The site also loads Google Fonts. Your browser requests font resources from Google, which receives technical request information, including your IP address. The enquiry form sends the information you submit to Web3Forms for processing and delivery.

Contact our Privacy Team with questions about these tools or your privacy choices. This policy does not treat continued browsing as consent to optional tracking. Where consent is required, the relevant use must have a lawful consent mechanism.

5 Who receives information

Authorised SOTA team members handle enquiries and business records for the purposes explained here. Service providers also process information to deliver the website, handle enquiries and email, provide analytics and fonts, and protect against spam or misuse. Access should be limited to what each role needs.

Our enquiry form uses Web3Forms to receive and process submissions and send them to hello@sotaplatforms.com. Enquiry information may therefore be held in the form service and our email system, as well as associated infrastructure and backups. It is not held only on a single website server.

Web3Forms publishes details of its hosting, delivery and security providers. Its spam checks may disclose a submitter's email and IP address to anti-spam services. Vercel receives website analytics requests, and Google receives requests for font resources.

Provider information is available at web3forms.com/privacy, vercel.com/docs/analytics/privacy-policy and policies.google.com/privacy. These explain the providers' practices and do not replace our responsibilities for information we handle.

We may disclose information when required or permitted by law, including to respond to a valid legal request or protect legal rights. Any disclosure must be necessary and lawful. This policy does not give permission for unrelated uses of information.

6 Where information is handled

Our providers use international infrastructure, so website and enquiry information may be processed outside the country where you are located. Web3Forms is operated from India and publishes use of international hosting and security providers. Vercel's processing terms allow processing in the United States and other countries where it or its providers operate. These provider-published arrangements describe potential processing locations, rather than the location of each SOTA record.

Overseas transfers must meet the law that applies to them. For transfers subject to Singapore's PDPA, this includes comparable protection through appropriate safeguards unless a lawful exception applies. Where the Australian Privacy Act applies, its overseas disclosure requirements also apply. Contact our Privacy Team for further information about the arrangements relevant to your enquiry.

7 Security and retention

We are responsible for reasonable technical and organisational safeguards appropriate to the information and risks. No website or transmission method is completely secure. We assess suspected data breaches and notify affected people and authorities where required by law.

Our retention standard is to keep information only while needed to answer an enquiry, manage an ongoing business relationship, maintain necessary business records, resolve a dispute or meet a legal requirement. When those purposes no longer apply, information should be deleted or made no longer identifiable.

Email, form-service records, technical logs and backups can have different retention and deletion cycles. Provider settings and technical availability do not by themselves justify indefinite retention. Contact our

Privacy Team to ask about information we hold or request deletion; applicable legal duties and legitimate retention needs may affect what can be deleted.

8 Information handled for clients

Our clients may use SOTA technology for their own membership, payment, rewards, engagement or promotional programmes. The client or programme operator explains its own collection and use of participant information in its privacy notice. Providing technology does not, by itself, make SOTA the operator of that programme or a charity.

Where we process personal information on a client's behalf, we follow documented lawful instructions, the applicable service agreement and our legal duties. Actual legal responsibilities depend on what each party does; a contractual label does not decide them.

Client information is not a general-purpose SOTA marketing database. We do not sell it, use it for another client, independently market to members, train a general-purpose AI model with it or enrich unrelated profiles without a separate lawful express agreement. Any permitted technical statistics must be effectively de-identified.

For a request about a client programme, contact the organisation named in that programme's privacy notice first. If you contact us, we will promptly direct the request to the responsible organisation where appropriate and provide required assistance. This does not remove any duty we have to respond ourselves.

Client data, security, retention, export and incident obligations remain governed by the applicable service agreement and law. This policy does not amend or reduce them.

9 Access correction and complaints

Contact our privacy contact to ask for access to your information, request a correction, withdraw consent or raise a privacy concern. Explain your request and how we can reply. We may reasonably verify your identity or authority before releasing or changing information.

We review requests under the law that applies. This can include access to information about use or disclosure, where required. We respond within applicable time limits, explain any lawful refusal and available complaint options, and tell you about any permitted fee before charging it.

For a complaint, we will review the concern, ask for relevant details if needed, investigate and explain our response and proposed resolution. You may also contact the relevant privacy regulator, including Singapore's Personal Data Protection Commission at pdpc.gov.sg or, where the Australian Privacy Act applies, the Office of the Australian Information Commissioner at oaic.gov.au. Follow the regulator's complaint process.

10 Applicable law and updates

We comply with the privacy laws that apply to our activities, including Singapore's Personal Data Protection Act and Australia's Privacy Act and Australian Privacy Principles where each applies. Australian coverage depends on the operator and its activities; this policy does not claim that every privacy law applies simply because someone can visit the site.

We may update this policy to reflect changes in our practices or legal requirements. We will show the new effective date and provide further notice or seek consent where required. A policy update does not itself authorise a new use that requires consent.