Bangladesh Extension Education Services Mobile Application Privacy Policy

Bangladesh Extension Education Services Mobile Applications Privacy Policy ('Policy') applies to users of Mobile Application ('App') exclusively for the statement of customer and staff. The term 'Bangladesh Extension Education Services' or 'We', 'Us' or 'Our' used in this Policy, shall connote 'Bangladesh Extension Education Services.

Bangladesh Extension Education Services is strongly committed to protect the privacy of its customers, staffs and has taken all necessary and reasonable measures to safeguard the confidentiality of any information that is transmitted through its Mobile Applications. This online privacy policy explains how we collect, share, use and protect information when you visit or use this Mobile Applications.

Through the Mobile Applications, you may use your eligible Mobile Device to view balances and recent transactions for each of your Accounts; customer's information; overdue/advance information and access additional services already available or may be available in future.

As you review this Mobile Applications Privacy Policy, here are a few general principles to keep in mind:

1. Agreement to Policy:

By downloading and installing Bangladesh Extension Education Services Mobile Applications. on your mobile device, you confirm your affirmative consent to all the terms of this Policy detailed below and comply with any other security procedures that we may establish from time to time.

2. Gathering, Using and Sharing:

Information that we collect and information that we may collect about you through our application includes information that you disclose, such as your name, address, phone number, email address and other contact information, along with transaction information, information resulting from your activity and your location information. We may also gather additional information associated with your mobile device through cookies and other technologies as described below.

3. Usage and Other Information:

In addition to the personal information described above, we may collect certain information about your use of our Mobile Application services. For example, we may capture the IP/IME address of the device you use to connect to the online service, the type of operating system and browser you use, and information about the site you came from,

the parts of our online service you access. We may also use cookies. In addition, we may later associate the usage and other information we collect online with personal information about you.

4. Bangladesh Extension Education Services Mobile App Service:

For your convenience, Bangladesh Extension Education Services offers you the ability to access some of our products and services through mobile applications. When you interact with us through Bangladesh Extension Education Services Mobile App., we may collect information such as unique device identifiers for your mobile device, information about your location, and your feedback about our mobile applications.

5. Location Tracking:

There may be certain information transmitted to us regarding your location when you request information through applications on your mobile device, such as your physical location while accessing the App. Location Data we collect from your mobile device will assist us in mitigating against any potential breaches or unauthorized access to customer information.

6. Use of Information:

We use the information discussed above in a number of ways, such as:

- Processing applications and transactions.

- Verifying your identity (such as when you access your identification no and mobile no).

- Preventing fraud and enhancing the security of your account or our online services.

- Responding to your requests and communicating with you.

- Complying with and enforcing applicable legal requirements, relevant industry standards, contractual obligations and our policies.

- Monitoring and improving our apps and its content.

- Conducting market research and surveys with the aim of improving our products and services.

7. Disclosure of Information:

We may share the information that we collect from and about you as well as information about your Accounts or the transactions you make, with our web application (operational).

However, we will disclose information to third parties about your account or the transactions you make, and you authorize us to do so, ONLY in the following situations:

- In order to comply with the requirements of the law or with court orders.

- In order to address, rectify, ameliorate or mitigate fraud, security or technical issues.

- With our trusted service providers (when required) who work on our behalf and do not have an independent use of the information we disclose to them and have agreed to adhere to the rules set forth in this Privacy Policy.

8. Data Retention:

Our operational systems (web application) will store user-provided data. Please note that some or all of the user provided data may be or not be required for the Mobile Application to function properly, and we may be required by law to retain certain information. If you close your profile established in our web application, we will retain certain data for a reasonable time to facilitate any request to reopen your profile.

9. Updating Your Information:

You may review and update your account information through communicating with branch/contact center.

10. Security Measures:

- Protecting the confidentiality of your information is very important to us. We have established appropriate physical, electronic, and procedural safeguards to protect information we collect from or about our users/customers. For example, we limit access to this information to authorized employees and customers who need to know that information in order to operate, develop or improve our Mobile Application. These safeguards are regularly reviewed to protect against unauthorized access, disclosure and improper use of your information and to maintain the accuracy and integrity of that information.

- User IDs and Mobile no (for 2FA) are used to help safeguard against unauthorized access to your information through the Mobile Application or Web Application. As always, we strongly encourage you to assist us in that effort by not sharing your Bangladesh Extension Education Services User ID/Customer Id and Passcodes with anyone.

- We take reasonable security measures to help protect your information, both during transmission and once we receive it. However, no method of electronic transmission or method of electronic storage is 100% secure.

11. Force Majeure:

Without prejudice to any other provision herein, Bangladesh Extension Education Services shall not be liable for any loss, damage or penalty as a result of any loss of information due to any cause beyond Bangladesh Extension Education Services control, including, without limitation, acts of the User, governmental act. Any unlawful access to Mobile Application users' information comes' within the scope of a 'Force Majeure' event.

12. Questions and Concerns:

If you have any questions about this Policy or our privacy practices, please email us at beesit.bd@gmail.com; info@beesbd.org

13. Policy Updates and Effective Date:

This Policy is effective from July 1, 2025 and is subject to change. Your use of the application following these changes means you accept the revised Policy.

"Cookie Policy"

What are cookies?

A cookie is a small file of letters and numbers that is downloaded and stored on to your computer, smart phone or other devices for ascertaining the internet when you visit a website. Cookies are used by many websites and can do a number of things, like remembering your preferences, recording what you have chosen as options, and counting the number of people looking at a website.

Why do we use them?

We use cookies for a number of reasons, such as:

- To help us improve your experience when using our website

- To remember your preferences so there is no need for you to select the same customized options on each visit

- To analyze how well our website is performing

- To learn more about the way you interact with our website

- The key reason for using cookies, however, is to make our website more convenient, efficient and user-friendly for you.

Types of cookies we use

Type of cookies	What do they do?	Do these cookies collect my personal data / identify me?
Necessary	These cookies are essential to make Bangladesh Extension Education Services website work correctly; they enable you to use our applications and features.	These cookies do not identify you as an individual. If you do not accept these cookies, it may affect the performance of our website, or parts of it.
Performance	These cookies help us understand how visitors interact with our website by providing information about the areas visited, the time spent, and any issues encountered, such as error messages. This helps us improve the performance of our website.	These cookies do not identify you as an individual. All data are collected and aggregated anonymously.
Functionality	These cookies allow our website to remember the choices you make (such as your username, language, etc.) to provide a more personalized online experience. They can also enable visitors to watch videos and engage with social tools.	The information these cookies collect may include personally identifiable information that you have disclosed, such as your username or user ID.

How can I control my cookies?

You can use your web browser to:

- Delete all cookies

- Block all cookies

- Allow all cookies

- Block third-party cookies

- Clear all cookies when you close the browser

- Open a 'private browsing' / 'incognito' session, which enables you to browse the internet without storing local data

Changing your cookie settings, including deleting and disabling them, may mean that the functionality of our website and your ability to use some of the features will be affected. You will still be able to use our website, but you may not be able to access all of Bangladesh Extension Education Services Web Application content and some of the functions may not operate correctly.