

PRIVACY POLICY

Version 1.0 Updated 26 December 2025

PRIVACY POLICY

Please be assured that we are committed in protecting your privacy and providing you with a pleasant experience on the eConfirm.pk website (hereinafter referred to as "Website" and the word "Website" shall include the online bank confirmation platform available via the Website). This Privacy Policy applies to the Website and describes the ways we collect, use, store and protect your personal information and any other information belonging to other individual or entity in which you are duly authorised to upload the same into the Website. This Privacy Policy is issued pursuant to the Personal Data Protection Bill, Pakistan, together with all applicable rules, regulations, and guidelines issued by relevant authorities in the Islamic Republic of Pakistan PECA Act 2016.

In this Privacy Policy, the terms "we", "us", "our" refer to Econfirm Pakistan. "You" and "Your" means the individual or legal entity accessing or using the Website.

In addition to this Privacy Policy, you are also subject to the Terms of Use and any other agreement that you or your registered audit firm or bank entered into with us.

1. Information We Collect

(a) Personal data is the information that can be used to identify or contact you including but not limited to your name, identification number, postal address, email address, telephone number, company's name, Institute of Chartered Accountants of Pakistan' (hereinafter referred to as "ICAP") membership/practising number (if applicable), account password, billing data, and financial information (hereinafter referred to as "Personal Data").

(b) By accessing our Website, you agree that we may also automatically collect certain information including without limitation your Internet Protocol address, browser type, internet service provider and information about your device's operating system.

(c) We may require you to provide us with additional information from time to time as you access and use the Website.

(d) We also collect and store Personal Data of a third party provided or uploaded by you into the Website, where permitted by law.

(e) The Personal Data and/or such additional information may be essential to us in order to allow you to access and use the Website. You may choose not to provide such information but as a result you might not be able to utilise and use the features and functionalities provided on the Website.

2. Ways of Collecting Information

We obtain and collect your Personal Data or Personal Data of a third party in many ways including but not limited to:

- (a) When you register, create and/or activate your account on the Website;
- (b) Through the process of requesting the bank confirmation and replying to the bank confirmation request between the audit firm user and the bank user on the Website;
- (c) If applicable, when you pay a certain fee for the confirmed bank confirmation reply that you received from the bank;
- (d) When you contact or reach out to us through any means for any matter including but not limited to technical assistance;
- (e) When we obtain any data or information from any third party such as ICAP; and/or
- (f) From publicly available sources.

3. Use of Information

We may process the Personal Data and/or any information collected through the Website for any of the following purposes: to present the Website to you, provide services, create accounts, authenticate, monitor usage, fix errors, communicate with you, send billing reminders, enforce agreements, comply with laws, or other purposes with your consent.

4. Sharing and Disclosure of Information

We may share your Personal Data and/or other information with subsidiaries, affiliates, contractors, service providers, business entities in restructuring, third parties with your consent, and governmental authorities as required by law.

5. Cookies

We may use cookies to store your preference, track your trend, record session information and customise your experience on the Website. You can adjust browser settings to block cookies.

6. Protection of Information

We maintain reasonable and appropriate physical, electronic and organisational measures including TLS, AES 256, RSA 2048 encryption, secure servers, restricted access, and retention policies.

7. Limitation of Liability

We cannot eliminate all risks associated with transmission or storage of data. You agree that we are not liable for any damages arising from your use of the Website.

8. Notification of Amendment

We may amend this Privacy Policy. Notice will be posted on the Website and emailed to you before changes take effect.

9. Links to Third Party Sites

External websites have their own privacy policies.

10. Language

This Privacy Policy is issued in English.

11. Our Contact

support@eConfirm.pk

Econfirm Pakistan

82 J1, Johar Town,

Lahore, 58000,

Pakistan

