Privacy Policy

Last updated: July 19, 2026

This Privacy Policy describes Our policies and procedures on the collection, use, and disclosure of Your information when You use the Service and explains Your privacy rights and how the law protects You.

We use Your personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

Interpretation and Definitions

Interpretation

Words with the first letter capitalized have meanings defined under the following conditions. These definitions apply regardless of whether they appear in singular or plural.

Definitions

- Account: a unique account created for You to access our Service.
- Application: Pamella HCM, the mobile application provided by the Company.
- Company: Arkana Solusi Digital, Jl. Ampera Raya No.50A, Ragunan, Jakarta Selatan, Indonesia.
- Country: Indonesia
- Device: any device that can access the Service such as a smartphone or tablet.
- Personal Data: any information that relates to an identified or identifiable individual.
- Service: refers to the Application.
- Service Provider: any third-party service that processes data on behalf of the Company.
- Usage Data: data collected automatically through the use of the Service or from the Service infrastructure itself.
- You: the individual accessing or using the Service.

Collecting and Using Your Personal Data

Types of Data Collected

1. Usage Data (via Firebase Analytics)

We collect information to analyze how the Application is used, which may include:
- Device type, brand, and OS version
- IP address (used for approximate location)
- App interaction data (e.g., screens viewed, time spent in app)
- Language preferences, session time, crash data

This data is collected anonymously and does not include any personally identifiable information.

2. Device Token (via Firebase Cloud Messaging)

To support push notifications, your device's FCM token is collected and securely stored. This token allows us to send updates or alerts via push notifications.

3. Subscription Data (via Cloud Firestore)

We may retrieve read-only subscription status data (e.g., whether You have an active subscription or not) from Cloud Firestore. No sensitive or personal data is stored or modified in Firestore through this application.

Use of Your Personal Data

The Company uses collected data for the following purposes:
- To operate and improve the Service
- To monitor usage patterns and performance
- To send push notifications, only if permitted by the user
- To check subscription status using Firestore (read-only)

Sharing of Your Personal Data

We may share your information in the following cases:
- With Firebase (Google): For analytics, messaging, and Firestore data access.
- With law enforcement or government authorities, when required by law.
- During business transfers, such as a merger or acquisition.

We do not sell or rent your personal data to third parties.

Data Retention

- Usage Data is retained for analytical and security purposes.
- FCM Tokens may be stored for as long as needed to send notifications.
- Subscription Data is read-only and not permanently stored in the app.

Security of Your Data

We follow standard security practices and rely on Google Firebase's infrastructure for secure data storage and processing. However, no system is completely secure, and we cannot guarantee 100% security.

Your Rights

You have the right to:
- Disable analytics tracking through your device or system settings
- Disable push notifications at any time
- Contact us for questions or concerns about your data

Children's Privacy

Our Service is not intended for children under 13. We do not knowingly collect data from anyone under 13 years of age. If you believe your child has provided personal information, please contact us.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with a revised "Last updated" date.

Contact Us

If you have any questions about this Privacy Policy, you can contact us:
- Email: cakti@arkana.co.id
- Company: Arkana Solusi Digital
- Address: Jl. Ampera Raya No.50A, Ragunan, Jakarta Selatan, 12540