

Privacy Policy - SND 24

Effective Date: August 10, 2026

Last Updated: August 20, 2026

PlayOn24 (“PlayOn24,” “we,” “us,” or “our”) operates the **SND 24** mobile application (“SND 24,” “App,” or “Application”).

This Privacy Policy explains how we collect, use, store, process, and protect information when authorized users access and use **SND 24**.

SND 24 is a business application designed for authorized employees and sales personnel of **PlayOn24** to support sales operations, dealer and retailer transactions, collections, and product returns.

By accessing or using **SND 24**, you acknowledge that you have read and understood this Privacy Policy.

01. Company Information

Company Name: **PlayOn24**

Application Name: **SND 24**

Business Address:

12/B, Mohammadpur, Dhaka 1207, Bangladesh

Contact Email:

technology@playon24.com.bd

02. About SND 24

SND 24 is an internal business and sales management application used by authorized employees and sales personnel of **PlayOn24**. The Application is designed to support day-to-day business and field operations, including:

- IMEI scanning and uploading
- Sales transactions involving dealers and retailers
- Collection management
- Product return management
- Synchronization of business information with the organization's backend systems

The Application is intended for authorized business users and is not intended to be used as a general-purpose consumer application.

03. User Registration and Account Management

- SND 24 does not provide a public user registration or signup facility.
 - Users cannot create their own accounts through the mobile Application.
 - Instead, user accounts are created and managed by authorized administrators through PlayOn24's web-based administration system.
 - An administrator provides the necessary login credentials to an authorized employee.
 - Information associated with an employee account may include:
 - Employee name
 - Employee ID
 - Username or login ID
 - Password or authentication credentials
 - Phone number, where applicable
 - Email address, where applicable
 - Department
 - Designation
 - Role or access level
 - Dealer or retailer assignment
 - Business territory or work assignment
 - Other information required for business operations
 - Users are responsible for maintaining the confidentiality of their login credentials.
 - Users should immediately notify the appropriate administrator if they believe their credentials have been compromised, lost, or used without authorization.
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04. Information We Collect

Depending on the features used by an authorized user, SND 24 may collect and process the following categories of information.

4.1 Employee and Account Information

The Application may process information associated with an employee account, including:

- Name
- Employee ID
- Username or login identifier
- Employee role or designation
- Department
- Business territory or assignment
- Authentication-related information
- Other employee information provided by the organization's administrator

This information is used to authenticate users and provide access to the appropriate features and business functions.

4.2 IMEI and Device Information

SND 24 allows authorized users to scan or manually enter IMEI numbers for sales and inventory-related activities.

The Application may process:

- IMEI number
- Product or device information
- Dealer information
- Retailer information
- Sales transaction information
- Date and time of transaction
- Other information required to process the transaction

IMEI information is used for legitimate business purposes, including sales recording, product identification, verification, inventory management, and transaction processing.

4.3 Collection Information

When an authorized employee records a collection, the Application may process information such as:

- Dealer or retailer information
- Collection amount
- Transaction or reference information
- Collection date and time
- Related sales or account information
- Information entered by the authorized employee

This information is used to maintain accurate business and collection records.

4.4 Product Return Information

When processing product returns, SND 24 may collect:

- IMEI or product identifier
- Product information
- Dealer or retailer information
- Return reason
- Return date and time
- Related sales information
- Other information required to process the return

This information is used to manage, verify, and maintain product return records.

05. Camera and IMEI Scanning

SND 24 may request access to the device's camera when an authorized user chooses to scan an IMEI.

Camera access is used to:

- Scan IMEI numbers
- Capture information required for sales operations
- Facilitate product identification and transaction processing

The camera is not intended for continuous monitoring or surveillance. Camera access is initiated by the user when using the applicable scanning functionality.

06. How We Use Information

Information collected through SND 24 may be used to:

- Authenticate authorized users
- Provide access to the Application
- Process sales transactions
- Scan and record IMEI numbers
- Manage dealer and retailer transactions
- Record collections
- Process product returns
- Monitor work-related field movement
- Maintain sales and operational records
- Prevent fraudulent or unauthorized transactions
- Troubleshoot technical issues
- Maintain application security and reliability
- Improve application functionality and performance
- Comply with applicable legal and regulatory requirements

We use collected information only for legitimate business, operational, security, and legal purposes.

07. How We Share Information

Information collected through SND 24 may be accessible to authorized personnel of PlayOn24 who require access for legitimate business purposes.

For example, authorized managers or administrators may access information necessary to:

- Manage employees
- Review sales activity
- Review collections
- Process returns
- Manage business operations

We may also use trusted third-party service providers that support our technical infrastructure, such as:

- Cloud hosting providers
- Database services
- Application infrastructure
- Security services
- Technical support providers
- Diagnostics and crash-reporting services

These service providers may process information on our behalf only as necessary to provide their services.

We do not sell personal information

PlayOn24 does not sell users' personal information to third parties.

We may disclose information where reasonably necessary to:

- Comply with applicable laws or regulations
- Respond to lawful legal or governmental requests
- Protect our legal rights
- Investigate fraud or security incidents
- Protect users, employees, systems, or the public
- Enforce applicable business policies

08. Data Security

We take reasonable technical and organizational measures to protect information processed through SND 24 against:

- Unauthorized access
- Unauthorized disclosure
- Unauthorized modification
- Loss
- Misuse
- Destruction

Depending on the information and technical implementation, security measures may include:

- Authentication controls
- Role-based access controls
- Restricted administrative access
- Secure communication
- Secure server infrastructure
- Access monitoring
- Appropriate authorization mechanisms

However, no electronic storage system, network transmission, or security mechanism can be guaranteed to be completely secure.

09. Data Retention

We retain information for as long as reasonably necessary for legitimate business, operational, security, and legal purposes.

This may include retaining:

- Employee account information
- Sales records
- IMEI records
- Collection records
- Product return records

Information may be retained for as long as necessary to:

- Provide business services
- Maintain company records
- Manage employee operations

- Verify historical transactions
- Resolve disputes
- Meet legal, regulatory, accounting, or contractual requirements

When information is no longer required, it may be deleted, anonymized, or securely disposed of in accordance with applicable requirements and company policies.

10. Device Permissions

SND 24 may request certain Android permissions depending on the features enabled in the Application.

Camera Permission

Used for:

- IMEI scanning
- Product/device identification

Internet/Network Access

Used to:

- Communicate with the application's backend services
- Upload sales and transaction information
- Synchronize attendance information
- Synchronize location information when tracking is active
- Retrieve business data

Notifications

Notifications may be used for important application, operational related information.

Users can manage applicable permissions through their Android device settings. Some Application features may not work correctly if required permissions are disabled.

11. Children's Privacy

SND 24 is a business application intended for authorized employees and business users.

The Application is not directed toward children under the age of 13.

We do not knowingly collect personal information from children under 13 for the purpose of providing the Application.

If we become aware that information from a child under 13 has been collected improperly, we will take reasonable steps to investigate and delete the information where appropriate.

12. User Rights and Choices

Depending on applicable law and the user's relationship with PlayOn24, users may have rights regarding their personal information.

These may include the right to:

- Request access to personal information
- Request correction of inaccurate information
- Ask how their information is being processed
- Request deletion where legally applicable
- Raise concerns regarding the processing of their information
- Manage device permissions through Android settings

Because SND 24 is used for business operations, certain information may form part of official company records and may need to be retained for legitimate business, contractual, accounting, legal, or regulatory purposes.

Accordingly, deletion requests may be subject to applicable legal and business requirements.

13. Third-Party Services

SND 24 may use third-party technology or infrastructure providers to operate and maintain the Application.

These services may include infrastructure for:

- Cloud hosting
- Database management
- Authentication
- Security
- Application performance
- Diagnostics
- Crash reporting
- Notifications
- Data synchronization

Where third-party providers process information on our behalf, we take reasonable steps to ensure that appropriate privacy and security measures are maintained.

Any third-party service actually integrated into the production version of SND 24 should be accurately reflected in the application's Google Play Data Safety declaration.

14. Data Transmission

Information collected by SND 24 may be transmitted to PlayOn24's authorized backend systems for legitimate business purposes.

Depending on the functionality being used, transmitted information may include:

- Account information
- Sales information
- IMEI information
- Collection information
- Return information

We use reasonable security measures to protect information during transmission and storage.

15. Contact Us

If you have any questions, concerns, requests, or complaints regarding this Privacy Policy or the processing of your information, please contact us.

PlayOn24

Address:

12/B, Mohammadpur, Dhaka 1207, Bangladesh

Email:

technology@playon24.com.bd

SND 24 does not provide user signup. User credentials are created and provided by authorized administrators through the organization's web application.

Location information is used for attendance verification and authorized work-related field tracking. Background location may be collected while an authorized employee is performing assigned field activities, including when the Application is running in the background.

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