

Privacy Policy

Last Updated: 13 July 2026

Bersama Project (“we”, “our”, or “us”) values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit our website, place an order, or interact with us.

By using our website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following information:

- Full name
- Email address
- Phone number
- Billing and shipping address
- Order and purchase history
- Payment information (processed securely by third-party payment providers)
- IP address
- Browser and device information
- Website usage data through cookies and analytics

2. How We Use Your Information

We use your information to:

- Process and fulfil your orders
- Arrange delivery and installation where applicable
- Respond to enquiries and provide customer support
- Process warranty claims and after-sales services
- Improve our products, services, and website
- Send updates about your orders
- Send promotional communications if you have agreed to receive them
- Detect fraud and protect the security of our website
- Comply with legal and regulatory requirements

3. Payment Information

Payments are processed through secure third-party payment providers. Bersama Project does not store your complete credit or debit card details.

4. Cookies

Our website uses cookies and similar technologies to:

- Remember your preferences
- Improve website functionality
- Analyse website traffic
- Measure advertising performance
- Enhance your shopping experience

You can manage or disable cookies through your browser settings. Some features of the website may not function properly if cookies are disabled.

5. Sharing Your Information

We do not sell your personal information.

We may share your information only where necessary with trusted service providers, including:

- Payment providers
- Delivery and logistics partners
- Installation or warranty service providers
- Website hosting providers
- Analytics and marketing platforms
- Government authorities where required by law

These parties are expected to protect your information appropriately.

6. Data Security

We take reasonable technical and organisational measures to safeguard your personal information from unauthorised access, disclosure, alteration, or destruction. However, no online system can guarantee absolute security.

7. Data Retention

We retain your personal information only for as long as necessary to:

- Complete your transactions
- Provide after-sales support
- Honour warranty obligations
- Meet legal, accounting, and tax requirements

- Resolve disputes

8. Your Rights

Subject to applicable law, you may request to:

- Access your personal data
- Correct inaccurate or incomplete information
- Update your personal information
- Withdraw consent where applicable
- Request deletion of your personal data where legally permitted

To make a request, please contact us using the details below.

9. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with the revised “Last Updated” date.

11. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your privacy rights, please contact us:

Bersama Project

Email: support@bersamaproject.com

Website: shopbersamaproject.com