EDGECRAFT
DIGITAL · VIỆT NAM

Privacy Policy

edgecraft.digital · Last updated: 22 October 2026

All client data is managed according to this Privacy Policy. It explains how Edgecraft Digital collects, uses, stores, transfers and protects the personal data of our clients, the people who contact us and job applicants, including data you send through the contact form on edgecraft.digital (the Website). It is also our notice to you, as a data subject, under Vietnam's Law on Personal Data Protection (Law No. 91/2025/QH15) and Decree No. 356/2025/ND-CP.

1. Who is responsible for your data

Edgecraft Digital is the trading name of **Edgecraft Creative Pty Ltd**, a technology company registered in Australia (ABN 63 632 640 898), established in Victoria, Australia (**Edgecraft**, **we**, **us**). Edgecraft Creative Pty Ltd is the controller of the personal data covered by this Policy.

Edgecraft Digital Việt Nam is being established in Da Nang. We will update this Policy once it is registered, to show which entity is responsible for which data.

Privacy contact: **Robyn Kirk (Ms), Director**, hello@edgecraft.digital.

2. Personal data we collect

Data you give us

- **Contact form and other enquiries:** your name, your clinic or organisation, your email address, your phone number (optional), and the topic and content of your message. We collect the same kinds of details when you contact us by email, phone, Zalo or LinkedIn.
- **Clients:** contact details of the people we work with at client organisations, and records of our correspondence and agreements.
- **Job applications:** name, contact details, CV, work history, qualifications, references, the role applied for, and anything else you choose to include.
- **Updates (if you subscribe):** name, email address, language and topics of interest.

Data collected automatically

- Technical data recorded by our web host, such as IP address, browser and device type, pages requested, date and time, and referring page, used to run and secure the Website.
- A cookie or local setting that remembers your language choice (Vietnamese or English). See section 8.

Patient and sensitive data. Please do not send patient information or other sensitive personal data, such as health information, financial account details, biometric data or national ID numbers, through the contact form or by email. If we receive any, we will delete it and let you know.

Patient data that clinics and other clients hold in systems we design, host or build for them is not covered by this Policy. It is governed by our service agreements and data processing terms with

those clients.

3. Why we use your data and our legal basis

Purpose	Data used	Legal basis
Reply to your enquiry and discuss the services you asked about	Enquiry data	Your consent
Keep a record of our correspondence in our CRM	Enquiry data	Your consent
Provide services and manage our relationship with clients	Client data	Performing our agreement with you; legal obligation
Assess your job application and contact you about it	Application data	Your consent (Law 91/2025, Art. 25)
Keep your application for future roles	Application data	Your separate consent
Send news, blog articles and service updates	Subscription data	Your separate consent (Art. 28)
Operate, secure and fix the Website	Technical data	Performing the service you request; our legal obligations
Comply with law and respond to competent authorities	Any relevant data	Legal obligation

We use your data only for the purposes above. If we want to use it for a new purpose, we will tell you and, where required, ask for your consent first. We do not make decisions about you using solely automated processing or profiling, and we do not use your data to train AI models.

4. Your consent on the contact form

The contact form has two tick boxes. Both start unticked, and only you can tick them.

Box 1: Reply to my enquiry (required). By ticking this box, you agree that we may use the details you enter in the form (your name, clinic or organisation, email, phone number and message) to:

- reply to your enquiry and discuss the services you asked about;
- save your enquiry in our CRM in Vietnam and keep a record of our correspondence for up to 24 months after our last contact (see section 9);
- send your details over an encrypted connection to our team, by email for now (see section 5).

We can't send your enquiry without this box ticked, because we would have no consent to use your details to reply.

Box 2: News and updates (optional). By ticking this box, you agree that we may email you news, blog articles and service updates from Edgecraft Digital, no more than once a month. You can leave it unticked and still contact us. You can unsubscribe at any time (see section 7).

How we handle your consent

- Silence, inactivity or a pre-ticked box is never treated as consent.
- We keep a record of your consent: which boxes you ticked, the version of this Policy shown, the date and time, and the form you used.
- You can withdraw your consent at any time by emailing hello@edgecraft.digital (see section 10). Withdrawal does not affect processing carried out before it.

- When you apply for a job, we ask for your consent in the same way, with a separate optional box if you agree that we may keep your application for future roles.

5. Where your data is stored

- **Contact form:** when you press Send, your details go over an encrypted connection to our website server, which emails them straight to our team. Nothing is kept on the website server. Until our CRM in Vietnam is ready, these emails are stored by our email provider, Web Central, on servers in Australia, like other email we receive (see below).
- **Email:** email is a convenient way to reach us, and it is protected by standard email security. Messages are stored by our email provider, Web Central, on servers in Australia, so please think about what you include. If you are a client, use your client portal for commercially or personally sensitive information, as it keeps your information in our secure system in Vietnam.
- **Website visits:** like most websites, our web host in Sydney, Australia, keeps short-term technical logs of page visits (such as IP address and browser type) to run and secure the Website. These logs do not include anything you type into the contact form.
- **Client records, support and job applications:** stored in our CRM in Vietnam, on the same kind of secure cloud environment we design for our clients' patient data.

6. Who we share your data with

Only the Edgecraft Digital staff handling your enquiry or your account can see your data. We share personal data outside Edgecraft only with:

- service providers who process data on our behalf and are required to protect it, such as Web Central, which hosts our website and email in Australia, and our cloud infrastructure providers in Vietnam;
- professional advisers, such as lawyers and accountants, who are bound by confidentiality;
- government authorities, only when the law requires it.

We never buy or sell personal data. We do not share it with others for their own marketing.

7. Marketing

We send news and updates only if you tick Box 2 on the contact form, or opt in in another clear way. We send news, blog articles and service updates by email, no more than once a month. Every message includes an easy way to unsubscribe, and you can also ask us at any time. We do not use behavioural or targeted advertising.

8. Cookies and similar technologies

The Website uses only what is needed for it to work: a setting that remembers your language choice and, where used, security features of our hosting platform. We do not currently use analytics, advertising or social media tracking cookies. If we add any non-essential cookies in future, we will ask for your consent first, with an equally easy option to refuse, and update this Policy. You can also block or delete cookies in your browser settings.

9. How long we keep your data

Data	Retention period
Enquiries that do not lead to a business relationship	24 months after our last contact, then deleted
Customer and supplier contacts	For the relationship, then up to 7 years for legal, tax and accounting purposes
Unsuccessful job applications	Deleted within 30 days after the role is filled, unless you agree we may keep it for up to 12 months
Marketing subscription	Until you unsubscribe
Web server logs	Up to 90 days, unless needed to investigate a security incident
Consent records, processing records and breach records	As long as required by law (at least 5 years where Decree 356/2025 requires)

When data is no longer needed, we delete it or make it permanently anonymous.

10. Your rights

Under Vietnam's Law on Personal Data Protection (Law No. 91/2025/QH15, Article 4), you have the right to:

- be informed about how your personal data is processed;
- give, refuse or withdraw consent, and ask us to restrict processing;
- access your personal data and ask for a copy;
- ask us to correct inaccurate or incomplete data;
- ask us to delete your data;
- object to processing, including for marketing;
- complain, denounce or bring legal proceedings, and claim compensation for damage caused by a breach of the law;
- ask competent authorities to protect your personal data.

To use any of these rights, email hello@edgecraft.digital. We may need to check your identity before acting. We will acknowledge your request within 2 working days and aim to complete it within the times set by Decree 356/2025: 10 days for access or correction, 15 days for withdrawal of consent, and 20 days for deletion (longer if third parties are involved, in which case we will tell you). Requests are free, except where the law allows a reasonable fee for repeated or excessive requests. If we cannot meet a request, for example because the law requires us to keep the data, we will explain why.

11. How we protect your data

We use technical and organisational measures suited to the data we hold, including encryption in transit (HTTPS/TLS), access limited to staff who need it, multi-factor authentication, logging and monitoring, regular security reviews, and confidentiality obligations for staff and contractors.

If a personal data breach occurs, we will act quickly to contain it, notify the Ministry of Public Security within 72 hours of discovery where the law requires, and tell affected people when the law requires it or when they need to act to protect themselves.

12. Children

The Website and contact form are for organisations and adults. Please don't use the contact form if you are under 18. We do not knowingly collect children's data. If we learn we have collected personal data of a child, we will delete it.

13. Complaints

Please contact us first at hello@edgecraft.digital so we can put things right. We will respond within 15 days. If you are not satisfied, you may complain to the Department of Cybersecurity and High-Tech Crime Prevention (A05), the specialised personal data protection agency of the Ministry of Public Security.

14. Language and changes to this Policy

This Policy is available in Vietnamese and English, and both versions have the same effect. We will review it at least once a year and whenever our practices or the law change. The current version is always on this page with its "last updated" date. If we make a significant change that affects how we use data we already hold, we will tell you and, where required, ask for your consent again. How you may use the Website is set out in our Terms of Use.

15. Contact us

Privacy contact: Robyn Kirk (Ms), Director
Edgecraft Creative Pty Ltd, trading as Edgecraft Digital (ABN 63 632 640 898)
Email: hello@edgecraft.digital