

Privacy Policy — Marketplace Platform with Third-Party Sellers and Cross-Border Payment Processors

Sample document — not legal advice. This document was drafted by the LawCrew AI agent team and is published at lawcrew.ai/samples as a showcase of how our pipeline approaches a common Singapore Privacy Policy scenario. This run completed automated drafting, self-critique, adversarial review and deterministic gates, then routed to lawyer review (Self-critique flagged 3 high issue(s); adversarial flagged 3 high concern(s)). **It is not legal advice and is not tailored to any specific transaction.**

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Sample Privacy Policy #06 · Agent-drafted; routed to lawyer review · Published 2026-05-26

Privacy Policy

Last updated: 2026-07-01

1. Who We Are

CraftHive Marketplace Pte. Ltd. operates <https://crafthive.sg> and related services. This Privacy Policy explains how we collect, use, disclose, retain, protect, and transfer personal data in Singapore.

2. Personal Data We Collect

We may collect contact details, financial information, browsing behaviour, identification information from buyers (individual consumers and business customers purchasing on the platform) and sellers (individual traders and small businesses operating seller accounts on the platform). We collect this personal data only for purposes that a reasonable person would consider appropriate in the circumstances and where consent or another permitted basis applies.

3. Purposes and Consent

We collect, use, and disclose personal data for: Operating the marketplace platform for both buyers and sellers; facilitating order placement, payment processing, and delivery coordination between buyers and sellers; enabling sellers to manage their listings, orders, and seller accounts; personalised product discovery and recommendations for buyers based on browsing behaviour and purchase history; analytics to improve platform search, conversion, and user experience; email and platform

marketing communications (with consent); dispute resolution between buyers and sellers; fraud detection and platform security; seller identity verification for marketplace trust and safety.

Our primary basis is collection and use necessary to provide requested services. Individuals may withdraw consent by contacting our Data Protection Officer, subject to legal or contractual consequences that we explain at the time of withdrawal.

4. Disclosure to Third Parties

We may disclose personal data to the following recipients for the stated purposes:

Recipient	Purpose	Country
Third-party sellers on the CraftHive platform	Buyer name, delivery address, and order details are disclosed to the relevant third-party seller solely for order fulfilment. Sellers are prohibited by the CraftHive Seller Agreement from using buyer data for any purpose other than fulfilment of the specific order.	SG
PayPal Pte. Ltd.	International payment processing for buyer transactions, including cross-border purchases where the buyer or seller is outside Singapore.	SG
Stripe Payments Singapore Pte. Ltd.	Card payment processing and seller payout disbursement. Card data is processed directly by Stripe and is not stored on CraftHive systems. Stripe is PCI-DSS Level 1 certified.	SG
Lalamove Singapore Pte. Ltd.	On-demand local delivery services for same-day seller fulfilment options.	SG
Meta Platforms Ireland Limited	Marketing analytics and advertising attribution for buyers who have provided marketing consent. Used to measure the effectiveness of advertising campaigns on Meta platforms.	IE

5. Cross-Border Transfers

We may transfer personal data to IE using written contractual clauses requiring comparable protection. We take steps to ensure transferred personal data receives a standard of protection comparable to Singapore data-protection law.

6. Protection and Accuracy

We apply reasonable security arrangements to protect personal data against unauthorised access, collection, use, disclosure, copying, modification, disposal, and similar risks. We also take reasonable steps to keep personal data accurate and complete where it is likely to be used to make a decision about an individual or disclosed to another organisation.

7. Retention

Buyer transaction records and order history are retained for 7 years from the date of the transaction for IRAS compliance. Buyer account profile and browsing data are retained for the duration of the active account plus 2 years following account closure. Seller account records and identity verification documents are retained for 7 years from the date of seller account closure, to satisfy statutory record-keeping obligations and dispute resolution requirements. Marketing consent records are retained for 5 years from the date consent was given or withdrawn. Payment card data is not retained by CraftHive; it is held by our PCI-DSS processor. We stop retaining personal data, or remove the means by which it can be associated with an individual, when retention is no longer necessary for legal or business purposes.

8. Access, Correction, and Questions

Individuals may request access to, or correction of, their personal data by contacting our Data Protection Officer:

Field	Details
Name	Ms. Chua Mei Ling
Email	privacy@crafthive.sg
Address	CraftHive Marketplace Pte. Ltd., 3 Temasek Boulevard, #08-01 Suntec City Tower 1, Singapore 038983
Phone	+65 6567 8901

9. Marketing

Individuals may opt out of marketing communications by contacting unsubscribe@crafthive.sg.

10. Cookies

The service uses essential cookies, analytics cookies, and marketing cookies. We obtain consent before placing non-essential cookies. Individuals may withdraw cookie consent at any time by contacting our Data Protection Officer, but withdrawing consent may affect the availability of certain features. We use essential session and authentication cookies for platform login and security. We also

use analytics cookies (Google Analytics 4) to measure platform usage, and marketing cookies (Meta Pixel) to attribute advertising campaigns and serve relevant advertisements on third-party platforms. Analytics and marketing cookies are placed only with the visitor's prior consent via our cookie consent banner. Consent may be withdrawn at any time by contacting our Data Protection Officer at privacy@crafthive.sg; withdrawal will take effect within 5 business days. Withdrawing marketing cookie consent does not affect essential cookie functionality.

11. Complaints and Updates

Individuals may contact our Data Protection Officer with privacy questions or complaints. If we are unable to resolve a complaint to the individual's satisfaction, the individual may refer the matter to the Personal Data Protection Commission (PDPC) at www.pdpc.gov.sg. We may update this Privacy Policy from time to time and will publish the updated version with a new last-updated date.