



Privacy Policy

Last Updated: 8th October 2026

Overview

Nu8 (“we”, “us”, “our”) collects, uses, and protects your personal data in accordance with Singapore’s Personal Data Protection Act (PDPA).

This website is hosted on Stripe, which provides the e-commerce platform that allows us to sell our products to you.

By using our website or making a purchase, you agree to this Privacy Policy.

Information we collect

Information You Provide

- Name
- Email address
- Phone number
- Billing and shipping address
- Order details

Payment Information

Payments are processed securely through third-party providers such as **Stripe** and local payment methods like **PayNow**.

- Nu8 **does not store full credit card details**

Payment data is encrypted and handled directly by payment gateways

Automatically Collected Data

- IP address
- Device/browser information
- Cookies and usage data

How we use your information

We use your data to:

- Process and fulfil orders
- Handle payments and prevent fraud
- Provide delivery updates
- Respond to enquiries
- Improve our website and services
- Send marketing communications (only if you opt in)

Consent

By using our website and providing your personal information, you consent to the collection, use, and disclosure of your data as described in this Privacy Policy.

When you make a purchase, submit your details, or contact us, you agree that we may use your information to:

- Process and fulfil your orders
- Communicate with you regarding your purchase
- Provide customer support

Where required, we will request your consent before:

- Sending marketing or promotional communications
- Using your data for purposes not outlined in this policy

You may withdraw your consent at any time by contacting us at enquiry@nu8.sg . However, please note that doing so may affect our ability to provide certain services to you.

Age Of Consent

By using our website, you confirm that you are at least 18 years old, or are using the site with the consent and supervision of a parent or legal guardian.

Stripe Payment Processing

We use Stripe to securely process payments made on our website. Payment information is processed by Stripe in accordance with its Privacy Policy and industry-standard security practices, including PCI DSS compliance.

We do not store your full payment card details. We only retain the information necessary to process your order, provide customer support, and comply with applicable laws, including Singapore's Personal Data Protection Act 2012 (PDPA).

Payment Processing & Security

All direct payment gateways adhere to standards set by the **Payment Card Industry Data Security Standard (PCI-DSS)**.

- Payment information is encrypted during transmission
- Sensitive payment data is not stored by Nu8
- Transactions are handled by trusted providers such as **Stripe**

For **PayNow**, transactions are processed through your bank or authorised providers, subject to their own privacy policies.

Sharing of Personal Data

We may share your data with:

- Payment processors
- Logistics and delivery partners
- Technology providers
- Analytics and marketing tools

We **do not** sell your personal data.

Disclosure

We may disclose your personal information if we are required by law or if you violate our **Terms of Service**.

Cookies & Tracking Technologies

We use cookies to:

- Enable essential site functions (e.g. cart, checkout)
- Analyse traffic and performance
- Personalise your experience

Shopify may also place cookies for:

- Session tracking
- Fraud detection
- Store analytics

You may disable cookies in your browser, but some features may not function properly.

Third-Party Services

We work with trusted third-party providers (such as payment processors and delivery partners) to operate our website and fulfil your orders. These providers will only collect, use, or share your information as needed to perform their services.

Some third-party providers, especially payment gateways, have their own privacy policies. We recommend reviewing their policies to understand how your information is handled.

As some providers may be located outside Singapore, your data may be processed under the laws of those countries.

Once you leave our website or are redirected to a third-party platform, our Privacy Policy and Terms of Service will no longer apply.

External Links

Our website may contain links to external sites. We are not responsible for their privacy practices and encourage you to review their policies before sharing any information.

Data Security

We implement reasonable safeguards to protect your personal information from loss, misuse, or unauthorised access.

- Payment information is encrypted using secure technology (SSL)
- We follow recognised industry security standards, including PCI-DSS requirements
- Access controls
- Trusted third-party providers

While we take strong precautions, no method of transmission or storage is completely secure.

Data Retention

We retain personal data only as long as necessary to:

- Complete transactions
- Provide services
- Meet legal and regulatory requirements

Your Rights (PDPA)

You may:

- Request access to your personal data
- Request corrections
- Withdraw consent for marketing

Contact us to exercise these rights.

Marketing & Communications

With your consent, we may send:

- Promotions
- Product updates
- News about Nu8

You can unsubscribe at any time via the link in our emails.

Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page. Any changes and clarifications will take effect immediately upon its posting on the website.

Continued use of our website constitutes acceptance of the updated policy.

Contact Us

For any privacy-related enquiries,

Email: enquiry@nu8.sg

Business Address: No. 33 Ubi Ave 3, #08-15, Vertex Building (Tower B), Singapore 408 868

We are committed to protecting your data and ensuring secure transactions, so you can shop with confidence at Nu8.