

Privacy Policy

Effective Date: **01-July-2024**

Introduction

Sungai Wang Services Sdn. Bhd. ("we," "our," or "us") values your privacy and is committed to protecting your personal information. This Privacy Policy outlines the types of information we collect from users of our website, mobile applications, and services (collectively, the "Services"), how we use this information, and the steps we take to safeguard your information.

1. Information We Collect

1.1 Personal Information

We collect personal information that you provide to us, including but not limited to:

- Name
- Email address
- Phone number
- Physical address
- Date of birth
- Identification documents (e.g., passport, driver's license)
- Financial information (e.g., bank account details, credit card information)

1.2 Non-Personal Information

We may also collect non-personal information about your interaction with our Services, including:

- IP address
- Browser type and version
- Operating system
- Referring website
- Pages viewed
- Time and date of visits
- Other usage data

2. How We Use Your Information

2.1 Personal Information

We use your personal information to:

- Provide, operate, and maintain our Services
- Process transactions and manage your account
- Verify your identity
- Communicate with you regarding your account and transactions
- Respond to your inquiries and provide customer support
- Comply with legal obligations, including anti-money laundering (AML) and counter-terrorist financing (CFT) requirements
- Improve our Services and develop new products

2.2 Non-Personal Information

We use non-personal information to:

- Analyze trends and usage patterns
- Improve the functionality and user experience of our Services
- Monitor and prevent fraud and abuse
- Gather demographic information

3. Sharing Your Information

We do not sell or rent your personal information to third parties. We may share your information in the following circumstances:

- With our affiliates and subsidiaries
- With service providers who perform functions on our behalf
- With financial institutions and payment processors
- With law enforcement, regulatory, or government agencies as required by law
- In connection with a business transaction, such as a merger, acquisition, or sale of assets

4. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, use, or disclosure. However, no data transmission over the Internet or electronic storage is completely secure, and we cannot guarantee the absolute security of your information.

5. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected and to comply with legal, regulatory, and operational requirements.

6. Your Rights and Choices

You have the right to:

- Access and obtain a copy of your personal information
- Correct or update your personal information
- Delete your personal information (subject to legal and regulatory requirements)
- Object to or restrict the processing of your personal information
- Withdraw your consent to the processing of your personal information

To exercise these rights, please contact us at privacy@sungaiwangservices.com.

7. Children's Privacy

Our Services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have inadvertently collected personal information from a child under 18, we will take steps to delete such information promptly.

SUNGAI WANG SERVICES SDN. BHD.
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8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Sungai Wang Services Sdn. Bhd.

privacy@sungaiwangservices.com