

Data Protection and Privacy policy

A. Your Privacy.

1. This Data Protection and Private Policy (hereinafter referred to as “this Policy”) shall cover how Pecman Sdn. Bhd. (can also be respectively referred to as “ Pecman”, “us”, “we” or “our”) treats personal data that Pecman Sdn. Bhd. collects and receives from relevant parties.
2. This Policy applies to our Customer(s), service providers such as Merchant and Master/Installer, joint venture / business partners, job applicants, employees etc (collectively referred as “ you or “yours”). This Policy sets out how we use and protect the personal data that you give us through this website. **Personal** data is any information about you which you have furnished to us and that is in our possession or control that relates directly and/or indirectly to you to the extent that it is identifiable to you from that and other information in our possession such as your name, address, email address, phone number, bank, credit card details, date of birth, nationality, your image, religion, vehicle information etc (list is not exhaustive) and that is not otherwise publicly available as well as sensitive Personal data that is defined in the Personal Data Protection Act 2010 (hereinafter referred to as “PDPA”), which includes but is not limited to, information pertaining to your physical or mental health etc.
3. By using this website and providing your personal data and/or continuing access to our website, you declare that you have read and understood this Policy and consent to the usage and sharing of your Personal data that you give us for the purposes and/or manner set out in this Policy and/or when required by any governmental agency(ies) requiring us to disclose pursuant to any Malaysian laws in accordance with section 6 of the PDPA. When required by the authorities, it is obligatory for you to supply the personal data failing which it may constitute an offence under the PDPA.
4. In addition to paragraph 3 of this Policy, by providing your Personal data which may contain personal data of other persons that may be identified from your Personal data, you consent to us using the other person(s) Personal data for our purposes according to this Policy, the PDPA and/or other laws required for us to comply with.
5. Subject always to paragraph 4 of this Policy, if you disagree with us using the Personal data of other persons, kindly contact us in writing through our channel in paragraph 29 of this Policy.
6. We reserve the right to modify, change, update and/or amend the terms of this Policy from time to time. We will notify you if there are any significant changes within reasonable time via announcements on the website or other appropriate means which we deem fair and appropriate. You are to check the website from time to time for such amendments (if any) to this Policy. The amendments to this Policy shall be deemed effective on you upon the notice being issued in this website.
7. By continuing to use the services and/or access to this Website after notice of the amendments have been issued in this website, it shall be deemed and treated that you have agreed to and accepted those amendments.
8. This Policy does not apply to the practices of companies that we do not own or control, or to the people that we do not employ or manage.

B. Data Collection and Use

General

9. We collect your personal data in the following ways as below: -
 - ✓ when you register with Pecman's Apps and Websites (data such as your name, email address, address, birth date, gender, zip code, occupation, industry, vehicle details and personal interests);
 - ✓ when you make a purchase/ any transaction with us (data such as your bank details, credit card details) by electronic banking or through any other online payment platforms etc / manual banking, or when you request or apply for our products or services by phone, on-site, email, etc;
 - ✓ When you interact / communicate with us directly via our customer service centre, or directly with our staff / workers or with our social media (data such as your Facebook, Instagram or others social media account ID, profile photo and any others publicly data). Pecman Sdn. Bhd. automatically receives and records data on our server logs from your browser, including your IP address, cookie data, and the page you request in relation to our products and services, be it in person, or by email, telephone, direct mail or any other means of communication;
 - ✓ When you use our services and when you conduct certain types of transactions or application, i.e. for refund;
 - ✓ When you interact with us during any promotions, events etc using your devices at our website or on-site at our stores;
 - ✓ When you subscribe to any of our programmes / services advertised;
 - ✓ When you participate in surveys or any types of research conducted by us;
 - ✓ When you furnish us your Personal Data under Clause 3 above.

10. Once you register with us and sign in to our services, you are not anonymous to us.

11. We use your personal data in the following ways as below: -
 - ✓ To customize the content you see;
 - ✓ To fulfill your requests for products and services and to access these products provided to you;
 - ✓ To improve our services to you;
 - ✓ To contact you so that we can improve customer relationship and to respond to your enquiries or complaints and resolve any issues and disputes which may arise in relation to your business / dealings with us;

- ✓ To conduct market research to improve the quality of our services / products;
- ✓ To provide anonymous reporting for internal and external clients;
- ✓ To collect transaction data to maintain and update our internal records keeping;
- ✓ For our internal administrative purposes;
- ✓ To identify your location and background;
- ✓ To monitor and review our events and promotions, such as our services / products.

12. We reserve the right to send you certain information relating to our products and services, such as service announcements and administrative messages. However, we offer you the opportunity to opt out of receiving them upon you informing us of the same.

C. How we use your location data

For Customers

13. We receive your location data only when you request for our services' assistance. Your location data is solely used for our service personnel to reach or contact you. Apart from the said purpose, we do not collect your location data, unless required / authorized by law.
14. After a service is completed or cancelled, the location data is kept as our service record. This data shall not share with any entity outside of Pecman, unless required / authorized by law

For Master/Installer

15. We receive your real-time location data when the PECMAN Master app is running in the background. The location data is only used for:
- ✓ determining your distance from customer when the customer initiates a service request;
 - ✓ tracking your movement and reporting your location to the customer.
- Your location data is not stored after service completion.

D. Data Sharing and Disclosure

16. We do not rent, sell, or share personal data about you with other people or non-affiliated companies except to provide products or services you have requested, when we have your permission or under the following circumstances:
 - ✓ We provide the data to trusted partners who work on behalf of or with Pecman under confidentiality agreements. These companies may use your personal data to help Pecman communicate with you about offers from Pecman and our marketing partners. However, these companies do not have any independent right to share this data;
 - ✓ For us to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims initiated by us / made against us;
 - ✓ We believe it is necessary to share the personal data in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Pecman Sdn. Bhd. terms of use, or as otherwise required by law or by any governmental agency(ies).
 - ✓ We transfer personal data about you if Pecman is acquired by or merged with another company.
17. In certain circumstances, you may need to provide your personal data in order to comply with legal requirements or our contractual obligations or where it is necessary to conclude a contract.
18. For purposes such as detection and prevention of fraud, we may also collect and use your personal data for legitimate interests or other exemptions provided by the applicable data privacy laws.

E. Cookies

19. This website may set and access cookies on your computer for record-keeping purposes and is used by us to track your visits to our website.
20. Cookies may also be used to save your preferences for your ease and convenience when using our website. Personal data that are collected by us through the cookies may include your Internet Protocol address, web browser software, date and time of your visit to our website, and whether your request were met with success. All such data collected through cookies are not personal data and you will not be identified from such data, and such data shall only be used for the purpose of managing and creating a better user experience or interface to improve our website.

F. Confidentiality and Security

21. We may limit access to your personal data to our employees and agents whom we believe reasonably need to come into contact with that data to provide products or services to you or in order to perform their tasks / jobs.
22. In certain areas we use industry-standard SSL-encryption to protect data transmissions.

G. Service Providers

23. We may employ third party companies and individuals to facilitate our Service (“Service Providers”), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.
24. These third parties have access to your personal data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

H. Analytics

25. We may use third-party Service Providers to monitor and analyze the use of our services such as the following (but not limited to):-

- ✓ Google Analytics
 - a. Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.
 - b. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

- ✓ Crashlytics

For more information on the privacy policy of Google Crashlytics, please visit the web page: <https://try.crashlytics.com/terms/privacy-policy.pdf>.

I. Websites

26. We shall not be liable for any part of our website that links you to other websites (if any), as those websites do not operate under this Policy and we do not accept any liability arising from the usage of those websites.

27. If you provide any personal data to any third party through the links in our website, that information would be subject to the third party's privacy / personal data protection policy (if any) but it will not be covered in this Policy.
28. We recommend that you read and understand the privacy / personal data protection statement / policy posted in other websites to understand their procedures before submitting your personal data to those websites.

J. Contact Details

29. You may request access to and/or request correction of the Personal data and to contact us with any inquiries / questions regarding this Policy through the following channel:-

Data Protection Officer

Address: [No 1, Jalan Perindustrian Desa Aman 1A, Industri Desa Aman, Kepong 52200, Kuala Lumpur, Malaysia]

Contact No.: [0362751800]

Email Address: [enquiry@pecman.com.my]

K. Conflicts

30. Should there be any conflicts between the English language in this Policy and its corresponding Mandarin / Bahasa Malaysia Policy (if any), the terms of this Policy in this English language shall prevail.

Date of issuance of this Policy:-: [30 March 2022]