

PRIVACY POLICY / PERSONAL DATA PROTECTION NOTICE

GMYS Sdn. Bhd. (0968310-P / 201101040188)

Effective Date	5 June 2026
Business Address	No. 3 & 5, Jalan Raya Timur, Kawasan 1, 41000 Klang, Selangor, Malaysia
Email	ss009641@gmail.com
Contact No.	+6016-2711090

This Privacy Policy / Personal Data Protection Notice explains how **GMYS Sdn. Bhd.** ("GMYS", "we", "us" or "our") collects, uses, processes, discloses, stores and protects your personal data when you access or use our website, web-store, products, services, payment facilities, customer support channels, WhatsApp Business, social media pages, promotions, or any related services.

This Notice is issued in accordance with the **Personal Data Protection Act 2010 of Malaysia**, including any applicable amendments, regulations, standards, codes of practice and guidelines issued by the relevant Malaysian authorities.

By accessing our website, creating an account, placing an order, submitting your personal data, communicating with us, or otherwise using our services, you acknowledge that you have read and understood this Privacy Policy and, where required, consent to the collection and processing of your personal data in accordance with this Privacy Policy.

1. Personal Data We May Collect

We may collect and process personal data including, without limitation:

(a) Identity and contact information: your name, contact number, email address, billing address, delivery address, company name, recipient name and contact details, and other information you provide to us.

(b) Account and transaction information: account details, order history, purchase records, payment status, refund records, invoices, receipts, delivery records, customer service records, product reviews, enquiries and complaints.

(c) Payment-related information: payment method, transaction reference, payment confirmation, payment gateway confirmation, bank transfer slip, partial or masked payment details and other payment-related records. We generally do not store full credit card or debit card details on our own systems.

(d) Delivery and fulfilment information: delivery address, delivery instructions, courier tracking information, proof of delivery, bulk shipment details and related logistics information.

(e) Technical and usage information: IP address, browser type, device information, operating system, pages visited, access time, referring website, cookies, analytics data and similar technical information.

(f) Marketing and communication information: your communication preferences, responses to promotions, feedback, survey responses and correspondence with us through email, WhatsApp Business, phone call, website forms, social media or other channels.

We do not usually collect sensitive personal data for normal web-store transactions. If sensitive personal data is required for any specific purpose, we will obtain your explicit consent where required by law.

2. Sources of Personal Data

We may collect your personal data from:

(a) information submitted by you through our website, checkout page, account registration form, enquiry form, WhatsApp Business, email, phone call, social media or other communication channels;

(b) your purchases, payments, returns, refunds, delivery arrangements and customer service interactions;

(c) third-party service providers such as Billplz, courier companies including PosLaju and similar service providers for bulk shipments, website analytics providers, hosting providers, IT vendors and marketing platforms;

(d) publicly available sources where permitted by law; and

(e) any other source where you have given your consent or where collection is permitted by law.

3. Purposes of Processing Personal Data

We may collect, use and process your personal data for the following purposes:

- (a) to create, maintain and manage your user account;
- (b) to process, confirm, fulfil and deliver your orders;
- (c) to process payments, refunds, exchanges, returns and related transaction matters;
- (d) to issue invoices, receipts, delivery orders, statements and other transaction documents;
- (e) to communicate with you regarding your orders, enquiries, complaints, warranty claims, product updates and customer support matters;
- (f) to arrange delivery, courier services, logistics support, bulk shipments and order tracking;
- (g) to verify your identity, payment details, delivery information and transaction authenticity;
- (h) to detect, prevent and investigate fraud, unauthorised transactions, misuse of our website, security incidents or unlawful activities;
- (i) to manage promotions, campaigns, vouchers, loyalty programmes, referral programmes, contests, customer rewards and related activities;
- (j) to send you marketing, promotional and product-related communications, subject to your consent and your right to unsubscribe;
- (k) to improve our website, products, services, user experience, customer support and internal business operations;
- (l) to conduct analytics, reporting, market research, customer behaviour analysis and business planning, including through Google Analytics;
- (m) to comply with legal, regulatory, tax, accounting, audit and reporting obligations;
- (n) to respond to lawful requests from authorities, regulators, courts, enforcement agencies or government bodies;
- (o) to enforce our terms and conditions, policies, agreements and legal rights; and
- (p) for any other purpose that is necessary, incidental or related to the above purposes.

4. Consequences of Not Providing Personal Data

Where you choose not to provide the required personal data, we may not be able to create or maintain your account, process your order or payment, deliver products to you, respond to your enquiries or complaints, provide after-sales service, process warranty support, refunds or exchanges, comply with legal obligations, or provide certain website functions and services.

5. Disclosure of Personal Data

We may disclose your personal data to the following parties where necessary for the purposes stated in this Privacy Policy:

- (a) our directors, officers, employees, agents, representatives and authorised personnel;
- (b) our related companies, affiliates, business partners and service providers;
- (c) Billplz, banks, e-wallet operators, financial institutions and payment processors;
- (d) PosLaju and similar courier, logistics, delivery and bulk shipment service providers;
- (e) IT service providers, hosting providers, cloud service providers, website developers, software providers, cybersecurity vendors and database administrators;
- (f) WhatsApp Business, email service providers, SMS providers, customer service platforms and other communication service providers;
- (g) Google Analytics, advertising platforms, social media platforms and cookie technology providers;
- (h) auditors, accountants, tax agents, company secretaries, legal advisers, consultants, insurers and professional advisers;

- (i) government authorities, regulators, courts, tribunals, enforcement agencies or other parties where required or permitted by law;
- (j) debt collection agencies, dispute resolution bodies or legal representatives where necessary to enforce our rights;
- (k) prospective purchasers, investors, assignees or transferees in connection with any merger, acquisition, restructuring, sale of business, transfer of assets or corporate exercise; and
- (l) any other party to whom you have authorised us to disclose your personal data.

We will take reasonable steps to ensure that third parties who process personal data on our behalf are required to protect your personal data in accordance with applicable law.

6. Marketing Communications

We may use your personal data to send you updates, offers, promotions, product information, campaign announcements and other marketing communications through email, SMS, WhatsApp Business, phone call, social media, push notification or other channels.

You may opt out of receiving marketing communications from us at any time by clicking the unsubscribe link in our marketing email, replying with an opt-out instruction where applicable, or contacting us using the contact details stated in this Privacy Policy.

Even if you opt out from marketing communications, we may still send you non-marketing communications relating to your account, orders, payments, deliveries, refunds, warranty claims, service updates, security alerts or legal notices.

7. Cookies, Google Analytics and Tracking Technologies

Our website may use cookies, pixels, tags, Google Analytics and similar technologies to remember your preferences and shopping cart items, enable website functions, improve site performance, analyse website traffic and visitor behaviour, personalise content and offers, measure advertising effectiveness, and detect security risks, fraud or abuse.

You may disable or manage cookies through your browser settings. However, disabling cookies may affect the functionality of our website and may prevent you from using certain features, including account login, checkout and shopping cart functions.

Where required by applicable law, we will seek your consent for non-essential cookies or tracking technologies.

8. Payment Processing through Billplz

Payments made through our web-store may be processed by **Billplz** and/or other relevant financial institutions. Billplz may collect and process your payment information according to its own privacy policy, payment terms and security standards.

We do not generally store full credit card or debit card information on our own systems. However, we may retain transaction records, payment status, payment reference numbers, invoices, receipts and related information for order fulfilment, accounting, tax, audit, dispute management and legal compliance purposes.

9. Cross-Border Transfer of Personal Data

Your personal data may be transferred to, stored in, or processed in locations outside Malaysia where our service providers, cloud servers, payment gateway providers, website analytics providers, communication platforms or other business partners are located overseas.

Where we transfer personal data outside Malaysia, we will take reasonable steps to ensure that your personal data is protected in a manner consistent with the requirements of Malaysian personal data protection law.

10. Security of Personal Data

We will take reasonable practical steps to protect your personal data from loss, misuse, unauthorised access, unauthorised disclosure, alteration, destruction or similar risks.

Such measures may include access controls, password protection, secure server hosting, restricted access to personal data on a need-to-know basis, staff confidentiality obligations, use of reputable payment gateways and service providers, regular review of security practices, and reasonable technical, administrative and organisational

safeguards.

However, no method of transmission over the internet or electronic storage is completely secure. You are responsible for keeping your account login details, password and device secure.

11. Retention of Personal Data

We will retain your personal data for as long as necessary to fulfil the purposes stated in this Privacy Policy, including for order processing, customer service, accounting, tax, audit, legal, regulatory, dispute resolution and business record purposes.

When your personal data is no longer required, we will take reasonable steps to securely delete, destroy, anonymise or de-identify the personal data, unless retention is required or permitted by law.

12. Accuracy of Personal Data

You are responsible for ensuring that the personal data you provide to us is accurate, complete, not misleading and kept up to date.

You may update certain account information through your user account, or you may contact us to request correction of your personal data.

13. Access, Correction and Other Requests

Subject to the Personal Data Protection Act 2010 and applicable law, you may request access to your personal data held by us, correction of your personal data, withdrawal of consent to certain processing activities, limitation of processing for certain purposes including marketing, and deletion or removal of your personal data where applicable.

We may request further information to verify your identity before processing your request. We may also refuse or limit a request where permitted by law, including where the information is required for legal, regulatory, tax, accounting, audit, fraud prevention, dispute management or legitimate business purposes.

14. Withdrawal of Consent

You may withdraw your consent to our processing of your personal data by contacting us using the details below.

However, withdrawal of consent may affect our ability to provide products, services, order fulfilment, delivery, customer support, warranty service, refund processing, account management or other related services to you.

Withdrawal of consent will not affect any processing carried out before the withdrawal, or any processing that is permitted or required by law.

15. Children's Personal Data

Our web-store is not intended for persons below the age of 18.

If you are below 18 years old, you should obtain consent from your parent or legal guardian before using our website or submitting any personal data to us.

If we become aware that personal data of a person below 18 has been provided without proper consent, we may take steps to delete or restrict the processing of such data, where appropriate.

16. Third-Party Websites and Links

Our website may contain links to third-party websites, payment gateways, social media pages, courier tracking pages, marketplace platforms or other external sites.

We are not responsible for the privacy practices, content, security or policies of third-party websites. You should review the privacy policies of those third parties before submitting your personal data to them.

17. Data Breach and Security Incident

If we become aware of a personal data breach or security incident involving your personal data, we will take reasonable steps to assess, contain and address the incident.

Where required by applicable law, we will notify the relevant authority and/or affected individuals in accordance with the applicable legal requirements.

18. Contact Us

For any questions, requests, complaints or concerns regarding this Privacy Policy or your personal data, please contact us at:

GMYS Sdn. Bhd.

No. 3 & 5, Jalan Raya Timur, Kawasan 1, 41000 Klang, Selangor, Malaysia

Email: ss009641@gmail.com

Contact No.: +6016-2711090

19. Changes to This Privacy Policy

We may update or amend this Privacy Policy from time to time to reflect changes in law, regulatory requirements, our business operations, website functions, products, services or personal data processing practices.

Any updated version will be posted on our website with the updated effective date. Your continued use of our website or services after the updated Privacy Policy is posted will constitute your acknowledgement of the updated Privacy Policy.

20. Language

This Privacy Policy may be issued in English, Bahasa Malaysia, Chinese or other languages. In the event of any inconsistency between different language versions, the English version shall prevail, unless otherwise required by law.

Suggested Website Consent Wording

For checkout confirmation, you may use the following wording:

By placing this order, I confirm that the personal data provided by me is accurate and complete, and I acknowledge that I have read and understood the Privacy Policy. I consent to the collection, use, processing and disclosure of my personal data for order processing, payment, delivery, customer service, legal compliance and other purposes stated in the Privacy Policy.

For marketing, use a separate optional checkbox:

I agree to receive promotional messages, product updates, offers and marketing communications from GMYS Sdn. Bhd. I understand that I may unsubscribe at any time.