

Privacy Policy

1. Introduction

Welcome to Pappajack Berhad ("we", "our", "us"). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about this privacy policy, or our practices with regards to your personal information, please contact us at 03-8080 4884.

When you use our mobile application ("App") and our services, you trust us with your personal information. We take your privacy very seriously. In this privacy policy, we describe our privacy policy. We seek to explain to you in the clearest way possible what information we collect, how we use it, and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important.

2. Information We Collect

We collect personal information that you provide to us when registering at the App, expressing an interest in obtaining information about us or our products and services, when participating in activities on the App or otherwise contacting us.

Personal Information Provided by You. We collect personal information you provide to us such as name, address, personal Identity Card (MyKad) or passport number, contact information and password.

Information Automatically Collected. We automatically collect certain information when you visit the App. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, device characteristics, operating system, language preferences, information about how and when you use our App and other technical information. This information is primarily needed to maintain the security and operation of our App, and for our internal analytics and reporting purposes.

3. How We Use Your Information

We use personal information collected via our App for a variety of business purposes described below. We process your personal information for these purposes in reliance on our legitimate business interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations.

- **To facilitate account creation and login process.**
- **To send administrative information to you.**
- **To fulfil and manage your pawns.**
- **To manage user accounts.**

- **To send you marketing and promotional communications.**
- **To deliver targeted advertising to you.**
- **To protect our Services.**
- **To enforce our terms, conditions, and policies for Business Purposes, Legal Reasons and Contractual.**
- **To respond to legal requests and prevent harm.**

4. Will Your Information Be Shared With Anyone?

We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil business obligations.

5. How Do We Handle Your Social Logins?

Our App offers you the ability to register and login using your latest information provided during your last pawns with our branch. Where you choose to activate your account for this APP, we will receive certain profile information about you from the branch.

6. How Long Do We Keep Your Information?

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy unless a longer retention period is required or permitted by law.

7. How Do We Keep Your Information Safe?

We aim to protect your personal information through a system of organizational and technical security measures.

8. What Are Your Privacy Rights?

In some regions (like the European Economic Area), you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time.

9. Do We Make Updates to This Policy?

Yes, we will update this policy as necessary to stay compliant with relevant laws.

11. How Can You Contact Us About This Policy?

If you have questions or comments about this policy, you may email us at aduan@pappajack.com.my

12. How Can You Review, Update, or Delete the Data We Collect From You?

Based on the applicable laws, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. These information can be access and change through the mobile APP.

This policy is effective as of 1st JUNE 2024.