



# IvyGreen Solutions Data Privacy Policy

At IvyGreen Solutions Sdn Bhd ("IGS," "we," or "us"), we are committed to safeguarding your personal data by collecting only what is necessary to achieve specific, legitimate business purposes. This Privacy Policy outlines how we collect, process, and protect your personal data when you interact with us, ensuring compliance with applicable data protection laws. We are committed to protecting the privacy of your personal information in compliance with the Malaysia Personal Data Protection Act 2010 ("PDPA").

## 1. What Personal Data Do We Collect?

At IvyGreen Solutions, we are committed to collecting only the minimum necessary personal information required to achieve specific, legitimate business purposes. We ensure that the personal data collected is relevant and limited to what is needed for the purposes for which it is processed.

Most of our services do not require any form of registration, allowing you to visit our site or interact with us without disclosing who you are. However, when you choose to engage with us, we may collect personal data such as your name, birth date, email address, telephone number, and any other information you voluntarily provide.

This personal data may be used to provide you with products, services, and customer support, to bill you for the products and services you request, to market products and services that we believe may be of interest to you, or to communicate with you for other purposes that are evident from the circumstances or that we inform you of when collecting your personal data. This data helps us fulfil your requests, respond to inquiries, and enhance your overall experience with IGS.

## 2. How Do We Use Your Personal Data?

We use your personal data to:

- Provide and manage our services.
- Communicate with you, including responding to inquiries and providing updates.
- Improve our services through feedback and analytics.

We may also collect information about your use of our website to enhance user experience and for internal purposes such as data analytics. Additionally, your personal data may be used for audits, monitoring, and the prevention of fraud, infringement, or other potential misuse of our products and services.



### 3. Who has access to your Personal Data and To Whom Is It Transferred?

We will not sell, share, or otherwise distribute your personal data to third parties except as provided in this Privacy Policy. Your personal data may be shared with third parties who act on our behalf to further process your data in accordance with the purposes for which it was originally collected or as otherwise lawfully processed. This may include services such as delivery, data management, technical support, and audits.

These third parties have contracted with us to use personal data only for the agreed-upon purposes, and they are not permitted to sell or disclose your personal data to other parties unless required by law or as stated in this Privacy Policy.

### 4. Data Security

We are committed to ensuring the security of your personal data. We use industry-standard measures such as firewalls, encryption, and secure servers to protect your data from unauthorized access, disclosure, or misuse.

### 5. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected or to comply with legal and regulatory requirements. The personal data collected will be retained by us for the duration permitted or required under Malaysian law.

### 6. What Are Your Rights?

You have the right to:

- i. **Access Your Personal Data:** You can request access to your personal data. If you believe that any of the information is incorrect, outdated, or incomplete, you have the right to request that it be corrected or updated.
- ii. **Withdraw Consent:** If the processing of your personal data is based on your consent, you have the right to withdraw that consent at any time. This withdrawal will not affect the lawfulness of the processing that occurred before your consent was withdrawn.
- iii. **Request Erasure:** You can request the erasure of your personal data. This right is subject to our obligation to comply with any applicable legal and ethical reporting, document filing, or data retention obligations imposed on us.

### 7. Breach of This Policy and Data Breach Notification

Breaches of this policy can result in remedial, corrective, or disciplinary actions, up to and including termination of employment. Actual or suspected incidents of misconduct should be reported to the designated reporting channel. IvyGreen Solutions guarantees non-retaliation and confidentiality, to the extent legally possible, for good-faith reports of such breaches.



In the event of a data breach, IvyGreen Solutions will promptly take appropriate measures to mitigate the impact and prevent future occurrences. Affected individuals and relevant authorities will be notified in compliance with applicable legal requirements. We are committed to protecting the confidentiality of personal data and ensuring that any breach is managed in a manner that minimizes harm and upholds our legal and ethical obligations.

## 8. Staff Training and Awareness

At IvyGreen Solutions, we ensure that all staff members who handle personal data are adequately trained on data protection policies and practices. Regular training sessions are conducted to keep employees informed of their responsibilities under this policy, relevant data protection laws, and best practices for safeguarding personal data. This ongoing education is essential to maintaining the overall security of personal data and ensuring compliance with legal requirements

## 9. Contact Us

If you have any questions about this Data Privacy Policy or wish to exercise your rights regarding your personal data, please contact us at:

### **IvyGreen Solutions Sdn Bhd**

No. 64, Persiaran 65C, Pekeliling Business Centre,  
53000 Kuala Lumpur, Wilayah Persekutuan.

[keejin@ivygreensolutions.com](mailto:keejin@ivygreensolutions.com)

This Privacy Notice was last updated in *Sep 2024*. Any changes or additions to this notice will be communicated through our usual channels, such as updates on our website or other relevant communication methods.

## 10. Definitions Section

To ensure clarity and understanding, the following key terms are defined as they are used in this Privacy Policy:

- **Personal Data:** Any information that relates to an identified or identifiable individual, such as name, contact details, or other data that can be linked to a specific person.
- **Processing:** Any operation or set of operations performed on personal data, whether by automated means, including collection, recording, organization, storage, alteration, retrieval, use, disclosure, or deletion.
- **Third Parties:** Any individuals or organizations other than IvyGreen Solutions and the data subject, including service providers who process personal data on our behalf.