PERSONAL DATA PROTECTION NOTICE / PRIVACY POLICY

Effective Date: 7 July 2026
Company: ICT Zone Ventures Bhd
Programme: SewaJe by Komputer Murah Online

This Notice explains how your personal data is collected, used, processed, shared and protected when you apply for, rent, use, return or close your SewaJe rental arrangement.

1 Introduction

1.1 This Personal Data Protection Notice / Privacy Policy ("Notice") explains how ICT Zone Ventures Bhd, operating the SewaJe programme under Komputer Murah Online ("Company", "we", "us" or "our"), collects, uses, stores, processes, discloses and protects your personal data.

1.2 This Notice is issued in accordance with the Personal Data Protection Act 2010 of Malaysia ("PDPA") and any applicable laws, regulations, guidelines or amendments relating to personal data protection.

1.3 SewaJe is a rent-to-use ICT device rental programme where customers may pay a Deposit and Monthly Rental, use the Device during the Rental Period, return the Device early where allowed, or return the Device at the end of the Rental Period in accordance with the SewaJe Device Rental Agreement and SewaJe Terms and Conditions. If the Device is not returned when required, the Company may treat the matter as a Deemed Disposal Event, unless it is treated as a Total Loss.

1.4 By registering for SewaJe, submitting your personal data, completing electronic Know-Your-Customer verification ("eKYC"), making payment, using our website or services, signing or accepting our rental terms, or continuing to deal with us, you acknowledge that you have read and understood this Notice.

1.5 Where consent is required under applicable law, you consent to the collection, use, processing, disclosure and retention of your personal data in accordance with this Notice.

2 Personal Data We Collect

2.1 We may collect and process personal data directly from you, from your use of our website or platform, from our service providers, or from other lawful sources.

2.2 The personal data we may collect includes, but is not limited to:

a) full name;
b) NRIC number, passport number or other identification details;
c) date of birth;
d) gender, where required for verification or record purposes;
e) contact number;
f) email address;
g) residential address, billing address and delivery address;
h) account registration details, username, login records and account activity;
i) eKYC information, including NRIC image, selfie image, facial verification result, identity verification result and related verification records;
j) payment information, including Deposit payment, First Month Rental, recurring Monthly Rental, payment status, e-mandate status, refund status and transaction records;
k) selected Device, Device serial number, package, rental amount, Deposit amount, Rental Start Date, delivery date, return date, rental closure status, Deemed Disposal Event status and Total Loss status;
l) delivery, pickup, return, drop-off and fulfilment details;
m) warranty claim records, repair records, support tickets and customer service communications
n) Device inspection records, including Device condition, damage assessment, missing accessories, refund eligibility and related supporting evidence;
o) overdue payment records, non-payment records, unreturned Device records, Deemed Disposal Event records, Total Loss records and recovery-related information;
p) marketing preferences and communication preferences;
q) enquiry, complaint, feedback and correspondence records; and
r) any other information you provide to us or that is reasonably required for the SewaJe programme.

3 Sensitive Personal Data and Biometric-Related Data

3.1 For eKYC and identity verification purposes, we may process information that may be considered sensitive or biometric-related data, including selfie images, facial verification results and identity verification records.

3.2 Such data will be processed only where necessary for legitimate purposes relating to the SewaJe programme, including identity verification, fraud prevention, account security, prevention of misuse, recovery of rental assets, compliance and protection of our legal rights.

3.3 We will take reasonable steps to ensure that such data is handled securely and is not used for unrelated purposes.

3.4 Biometric data has been added to Malaysia's PDPA amendment framework as a form of sensitive personal data, so this Notice treats eKYC and face-verification information carefully and limits its use to necessary purposes.

4 Source of Personal Data

4.1 We may collect your personal data from:

a) information submitted by you through our website, platform, online form, checkout page, registration page or customer service channel;
b) eKYC and identity verification service providers;
c) payment gateway providers, banks, e-mandate providers or financial service providers;
d) delivery, logistics, pickup, store or fulfilment partners;
e) warranty, repair, technical support or device inspection partners;
f) customer service, sales, marketing or support communications;
g) public records or lawful verification sources, where applicable; and
h) any other lawful source relevant to the SewaJe programme.

5 Purpose of Processing Personal Data

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

a) to register and manage your SewaJe account;
b) to verify your identity through eKYC, including NRIC and face verification;
c) to assess your eligibility and suitability for the SewaJe rent-to-use programme;
d) to manage rental risk, prevent fraud, prevent identity misuse, prevent unauthorised transactions and protect company assets;
e) to process your selected Device, package, Deposit amount, Monthly Rental and key terms;
f) to prepare, issue, manage and store rental contracts, acceptance records, transaction records and related documents;
g) to process Deposit payment, First Month Rental, recurring Monthly Rental, e-mandate instructions and refunds;
h) to arrange delivery, store pickup, return pickup, drop-off and fulfilment;
i) to manage the active Rental Period, including billing, warranty support, customer support and service updates;
j) to process warranty claims, repairs, replacement support or technical enquiries;
k) to process return requests, Device inspection, Deposit refund eligibility, payment termination and rental closure;
l) to manage Deemed Disposal Event, Total Loss, unreturned Device, asset recovery, debt recovery and enforcement of contractual rights, where applicable;
m) to manage overdue payments, failed payments, outstanding sums, recovery action and related communications;
n) to respond to your enquiries, requests, complaints or feedback;
o) to send service-related communications, including payment reminders, billing notifications, return reminders, warranty updates, account updates and policy updates;
p) to send marketing communications, promotional updates, offers or information on related products and services, where permitted by law or with your consent.(q) to maintain internal records, reporting, audit trail, accounting, tax, legal, operational and compliance records;
q) to comply with applicable laws, regulations, court orders, enforcement requests, regulatory requirements and internal governance requirements;
r) to protect our rights, property, safety, customers, users, employees and business operations; and
s) for any other purpose that is directly related to the above or permitted under applicable law.

5.2 The Personal Data Protection Department explains that a privacy notice should inform individuals how their personal data is processed so they can make an informed decision before submitting data for products or services.

6 eKYC and Identity Verification

6.1 As part of the SewaJe registration, approval and account setup process, you may be required to complete eKYC verification.

6.2 eKYC may require you to provide your NRIC image, selfie image, facial verification information, identity information and other supporting details.

6.3 We use eKYC to:

a) verify that you are the person applying for the SewaJe programme;
b) prevent fraud, impersonation and misuse;
c) protect our rental Devices and business operations;
d) ensure that rental transactions are properly recorded; and
e) comply with internal risk, compliance and verification requirements.

6.4 If you do not complete eKYC or if the verification result is unsuccessful, incomplete, inaccurate or suspicious, we may reject, suspend, delay or cancel your registration or application.

7 Payment, E-Mandate and Recurring Billing

7.1 SewaJe requires payment of Deposit and First Month Rental during checkout, followed by recurring monthly billing during the active Rental Period.

7.2 We may process your personal data and payment-related data for:

a) Deposit payment;
b) First Month Rental payment;
c) recurring Monthly Rental billing;
d) e-mandate setup and status verification;
e) failed payment management;
f) payment reminders;
g) refund processing; and
h) transaction reconciliation and audit.

7.3 We may disclose necessary payment-related information to payment gateway providers, banks, e-mandate providers, financial service providers or other payment processing partners.

7.4 We do not intend to collect or store full card details unless required and permitted through authorised payment processing channels. Payment details may be processed by the relevant payment service provider subject to its own security standards and privacy practices.

8 Delivery, Store Pickup and Fulfilment

8.1 We may process your personal data to arrange delivery, store pickup, return pickup, drop-off, fulfilment and related customer support.

8.2 We may disclose necessary information such as your name, contact number, delivery address, order details and Device information to logistics providers, courier providers, store personnel or fulfilment partners.

8.3 You are responsible for ensuring that the delivery or pickup information provided to us is accurate and complete.

9 Warranty, Support and Device Management

9.1 During the active Rental Period, warranty support may be provided subject to SewaJe's applicable terms and conditions.

9.2 We may process your personal data and Device-related data to:

a) verify your account and rental status;
b) process warranty claims;
c) arrange inspection, repair, replacement or technical support;
d) communicate support updates; and
e) maintain warranty and service records.

9.3 We may disclose necessary information to warranty providers, repair partners, technical support providers, device inspection partners or service centres.

10 Return, Device Inspection and Deposit Refund

10.1 If you request to return the Device, we may process your personal data to arrange return pickup, drop-off, Device inspection, payment termination, rental closure and Deposit refund, where applicable.

10.2 Device inspection may include checking the physical condition, functionality, accessories, damage, missing parts, misuse, tampering or other matters relevant to refund eligibility.

10.3 Based on the SewaJe return process, Device inspection may take up to three (3) Business Days after the Company receives the returned Device. If the Device is accepted in acceptable condition and the Deposit refund is approved, the Deposit may be refunded subject to the SewaJe Device Rental Agreement and SewaJe Terms and Conditions.

10.4 We may retain return and inspection records for audit, dispute resolution, refund verification, enforcement and asset management purposes.

11 Return, Rental Closure and Deemed Disposal Event

11.1 At the end of the Rental Period, you are required to return the Device in accordance with the SewaJe Device Rental Agreement and SewaJe Terms and Conditions, unless the rental is closed earlier or otherwise approved by the Company.

11.2 We may process your personal data and rental records to verify payment status, return status, Device status, inspection outcome, outstanding amounts and rental closure.

11.3 If the Device is not returned when required, we may process your personal data and related records to manage reminders, notices, Deemed Disposal Event assessment, Disposal Amount, Deposit application, recovery action, dispute handling and enforcement of contractual rights.

11.4 If the Device is lost, stolen, missing, destroyed or damaged beyond economical repair or beyond repair, we may process your personal data and related records to manage Total Loss assessment, Total Loss Amount, insurance claim, recovery action, dispute handling and enforcement of contractual rights.

11.5 We may retain return, rental closure, Deemed Disposal Event and Total Loss records for internal records, audit, tax, accounting, customer support, legal, recovery and dispute resolution purposes.

12 Disclosure of Personal Data

12.1 We may disclose your personal data to the following parties where necessary:

a) our holding company, subsidiaries, related companies, affiliates, business units or internal departments;
b) eKYC and identity verification service providers;
c) payment gateway providers, banks, e-mandate providers and financial service providers;
d) delivery, logistics, courier, pickup, drop-off and fulfilment partners;
e) warranty, repair, technical support and device inspection partners;
f) IT system providers, cloud hosting providers, cybersecurity providers, CRM providers, analytics providers and data processing vendors;
g) customer service providers, sales support providers and marketing service providers;
h) professional advisers, including lawyers, auditors, tax advisers, company secretaries, consultants and insurers;
i) debt recovery agents, asset recovery agents, collection agencies, legal representatives or recovery service providers, where applicable;
j) government authorities, regulators, enforcement bodies, courts, tribunals or statutory bodies, where required or permitted by law;
k) prospective business partners, investors, financiers, acquirers, assignees or transferees in connection with business transactions, restructuring, financing, merger, acquisition or corporate exercise, subject to appropriate safeguards; and
l) any other party reasonably required to support, operate, protect, enforce or improve the SewaJe programme.

12.2 We will take reasonable steps to ensure that personal data disclosed is limited to what is necessary for the relevant purpose.

13 Cross-Border Transfer of Personal Data

13.1 Your personal data may be stored, processed or transferred outside Malaysia where our service providers, cloud systems, payment providers, eKYC providers, IT vendors, support providers or business partners are located outside Malaysia.

13.2 Where this occurs, we will take reasonable steps to ensure that your personal data continues to receive an appropriate level of protection in accordance with applicable personal data protection laws.

14 Accuracy of Personal Data

14.1 You are responsible for ensuring that all personal data submitted to us is accurate, complete, current and not misleading.

14.2 You must notify us promptly if there are any changes to your personal data, including your contact number, email address, residential address, delivery address, payment details or account information.

14.3 We may not be responsible for any delay, failed delivery, failed payment, rejected refund, account issue or service disruption caused by inaccurate, incomplete or outdated information provided by you.

15 Security of Personal Data

15.1 We will take reasonable technical, organisational and administrative measures to protect your personal data against loss, misuse, unauthorised access, unauthorised disclosure, alteration or destruction.

15.2 These measures may include access controls, system security, internal policies, vendor controls, audit records, user authentication, data minimisation and other appropriate safeguards.

15.3 However, no electronic system, online platform, internet transmission or storage method is completely secure. You are responsible for keeping your login details, passwords, verification codes and account access secure.

16 Data Breach and Security Incident

16.1 In the event of a personal data breach or security incident, we will take reasonable steps to assess, contain, investigate and respond to the incident.

16.2 Where required under applicable law, we may notify the relevant authority and/or affected individuals.

16.3 The Personal Data Protection (Amendment) Act 2024 introduces mandatory data breach notification obligations, with commencement dates appointed by the Minister.

17 Retention of Personal Data

17.1 We will retain your personal data for as long as necessary to fulfil the purposes stated in this Notice.

17.2 We may retain personal data for account management, rental records, payment records, eKYC records, contract records, warranty records, return records, inspection records, refund records, rental closure records, Deemed Disposal Event records, Total Loss records, tax, accounting, audit, legal, compliance, dispute resolution, fraud prevention, asset recovery and enforcement purposes.

17.3 We may retain certain records after your account is closed or after the SewaJe rental period ends where required or permitted by law, or where necessary for legitimate business, legal, audit, accounting, tax, recovery or dispute purposes.

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

18 Your Rights

18.1 Subject to the PDPA and applicable laws, you may have the right to:

a) request access to your personal data;
b) request correction or update of your personal data;
c) withdraw consent to the processing of your personal data, where applicable;
d) request limitation of processing, where applicable;
e) opt out from marketing communications; and
f) make enquiries or complaints relating to the processing of your personal data.

18.2 The PDPA provides rights relating to access, correction and withdrawal of consent, subject to the conditions and exceptions under the Act.

18.3 Any request may be subject to verification of your identity and may be subject to conditions, limitations, exceptions or fees permitted under applicable law.

18.4 If you withdraw consent for personal data that is necessary for SewaJe services, we may not be able to continue providing the service to you.

19 Consequences of Not Providing Personal Data

19.1 If you do not provide the required personal data, or if the personal data provided is incomplete, inaccurate or misleading, we may be unable to:

a) register your SewaJe account;
b) verify your identity;
c) process your rental application;
d) approve your selected Device or package;
e) process payment, e-mandate, billing or refund;
f) arrange delivery, pickup, return or fulfilment;
g) provide warranty, repair or customer support;
h) process return, rental closure, Deemed Disposal Event, Total Loss, recovery or enforcement matters;
i) comply with legal, audit, tax or regulatory obligations; or
j) continue providing SewaJe services to you.

20 Marketing and Promotional Communications

20.1 We may use your name, contact number, email address and marketing preferences to send you promotional updates, offers, campaigns, upgrade options, renewal reminders or information about SewaJe, Komputer Murah Online, ICT devices or related products and services.

20.2 Marketing communications will be sent where permitted by law or where you have provided consent.

20.3 You may opt out of receiving marketing communications at any time by contacting us or using the unsubscribe method provided in the relevant communication.

20.4 Service-related communications, such as payment reminders, account updates, return reminders, warranty updates or policy updates, are not treated as marketing communications and may still be sent to you where necessary for the SewaJe service.

21 Third-Party Websites and Services

21.1 Our website, platform, payment page or communications may contain links to third-party websites, payment platforms, eKYC platforms or other external services.

21.2 We are not responsible for the privacy practices, content, security or personal data handling of third-party websites or platforms that are not controlled by us.

21.3 You should review the privacy policies of those third parties before submitting your personal data to them.

22 Minors

22.1 The SewaJe programme is intended for individuals who are legally capable of entering into a rental arrangement under the Contracts Act 1950 and the Age of Majority Act 1971.

22.2 We do not knowingly collect personal data from minors without appropriate consent from a parent, legal guardian or authorised representative, where required.

22.3 If we become aware that personal data of a minor has been collected without appropriate consent, we may take reasonable steps to delete or restrict the data, subject to legal and operational requirements.

23 Changes to This Notice

23.1 We may amend, update or revise this Notice from time to time to reflect changes in our business operations, SewaJe programme, legal requirements, technology, service providers or data protection practices.

23.2 The latest version of this Notice will be made available on our website, platform, registration page, checkout page or other appropriate communication channel.

23.3 Your continued use of SewaJe after any update shall be deemed as your acknowledgement of the updated Notice.

24 Contact Us

24.1 If you have any questions, requests, complaints or feedback regarding this Notice or the processing of your personal data, please contact:

Personal Data Protection / Customer Support
Company: ICT Zone Ventures Bhd
Email: care@komputermurah.my
Contact Number: +603-4289 5288
Address: Ground Floor, Block H, Excella Business Park, Jalan Ampang Putra, 55100 Ampang, Kuala Lumpur

24.2 Please include your full name, contact details and details of your request so that we can process your enquiry properly.