

Privacy Policy

Smart Technology Services

1. Introduction

At Smart Technology Services, we take your privacy seriously. This policy explains how we handle your personal information according to the **Malaysian Personal Data Protection Act 2010 (PDPA)**. By using our website or buying our products, you agree to let us use your data as explained below.

2. What Information We Collect

We collect details that identify you, such as:

- **Your Identity:** Name, job title, and company name.
- **Contact Details:** Email, phone number, and address.
- **Your Purchases:** Details of products you bought or asked about.
- **Technical Info:** Your IP address and how you use our website (via cookies).
- **Note:** We **do not** keep your credit card or bank details. All payments are handled by secure, third-party payment systems.

3. Why We Need Your Data

We use your information to:

- Send you price quotes and product information.
- Provide technical help and manage product warranties.
- Send you news and promotions (only if you say "yes" to marketing).
- Improve our website and keep internal records.
- Follow Malaysian safety and legal laws.

4. Your Choices

You can choose not to give us your information. However, if you don't, we may not be able to process your orders or help you with technical issues. You can stop receiving marketing emails at any time by clicking "unsubscribe."

5. Sharing Your Information

We **do not** sell your data. We only share it with:

- **Seaward Electronic Ltd (UK):** Our partner and manufacturer, so they can help with warranties and technical support.
- **Service Providers:** Delivery companies and IT support that help us run our business.
- **The Law:** Only if we are required by the government or to protect our safety.

6. Sending Data Overseas

Because we work with Seaward in the **United Kingdom**, your information may be sent outside of Malaysia. We make sure that your data is still protected even when it is sent abroad.

7. Keeping Your Data Safe

We use strong security measures to protect your information from hackers or accidents. While we do our best to keep everything safe, please remember that no internet service is 100% secure.

8. Your Rights

Under the PDPA law, you have the right to:

1. Ask to see what information we have about you.
2. Ask us to fix any mistakes in your information.
3. Tell us to stop using your data. *Note: We may charge a small fee if you ask for a full copy of your data records.*

9. Cookies

Our website uses "cookies" to help the site run better. You can turn them off in your browser settings, but some parts of our website might stop working.

10. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page.

11. Contact Us

If you have questions or want to update your data, please contact our **Data Protection Officer**:

- **Address:** No. 12, Jalan Ramal, 32/55E, Bukit Rimau, Shah Alam, 40460
- **Email:** corporate@smarttechnologyservices.com
- **Phone:** +6012 212 8575

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