

Privacy Policy

1. Introduction

Welcome to CJ Polymers Sdn Bhd ("we," "our," or "us"). We are committed to protecting your privacy and ensuring that your personal data is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you interact with us, whether through our website, products, services, or other means.

2. Information We Collect

To serve you better, we may collect the following types of information:

- **Personal Information:** Such as your name, contact details (email address, phone number), job title, company name, and any other information you provide when you contact us or place an order.
- **Transaction Data:** Information related to your purchases and billing, including product details, order history, billing address, bank account and payment information. Enquiry or complaint details and such other information depending on the nature of business relationship or dealings you have with us.
- **Technical Data:** IP address, browser type and version, operating system, and information about your use of our website or services.
- **Usage Data:** Details about how you use our website, products, and services.

3. How We Use Your Information

We may use your personal information for the following purposes:

- **To Process Transactions:** Handle orders, process payments, and manage deliveries.
- **To Improve Our Services:** Understand your needs and preferences to enhance our products and services.
- **To Communicate with You:** Send updates, newsletters, promotional materials, and other information related to our products and services. You can opt-out of marketing communications at any time.
- **To Ensure Security:** Protect our website and services from fraud and abuse.
- **To Comply with Legal Obligations:** Fulfil legal requirements and enforce our terms and conditions.

4. How We Share Your Information

We may share your personal information with:

- **Service Providers:** Third-party vendors who assist us in operating our business, such as payment processors, delivery services, auditors, financial institutions and marketing agencies. These parties are required to protect your information and use it only for the purposes we specify.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.
- **Legal Requirements:** When required by law or to protect our rights, property, or safety, or that of others.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security. Any transmission is at your own risk, and you agree not to hold us responsible for any breach of security while accessing the internet that is out of our control.

6. Your Consents and Rights

6.1 By using our service, making an application or visiting our website, you consent to the collection and use of your information and other activities as outlined in this policy.

6.2 According to Personal Data Protection Act 2010 (the “**PDPA**”), you may have certain rights regarding your personal information, including:

- **Access:** Request a copy of the personal information we hold about you at any time.
- **Rectification:** Request that we update or correct inaccurate or incomplete information by contacting us at any time. To the extent reasonably possible, we will inform anyone who has received your personal data of any corrections we make to it.
- **Deletion:** Request the deletion or removal of your personal information, subject to legal and contractual obligations. We will try to do so promptly, and, to the extent reasonably possible, we will inform anyone who has received your personal data of your request. However, we must keep track of certain transaction information, such as past purchases and similar information, for legal or tax compliance purposes, to satisfy insurance obligations or in the event of legal claims, so we may not be able to fully delete your information in certain circumstances.

- **Restriction:** In certain circumstances, it may be possible to require us to limit the way in which we process your personal data (i.e. require us to continue to store your personal data, but not otherwise process it without your consent).
- **Objection:** Object to the processing of your personal information for certain purposes.
- **Complaints:** You have the right to lodge a complaint with the relevant data protection supervisory authority in the country where you are based or any place where you believe an infringement of your personal data has occurred. We encourage you to contact us before making such complaint to the relevant authorities, so that we can try to resolve any concerns you have.

To exercise these rights, please contact us using the details as provided below.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the updated policy will be effective from the date of posting. Your continued use of our services constitutes your agreement to this Privacy Policy and any updates.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

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