

# Privacy Policy

**Last Updated:** 2<sup>nd</sup> February 2026

This Privacy Policy explains how **G & E PLT** (Registration No.: **202104002253 (LLP0028887-LGN)**) of **T3-10-17, 3 Towers, 349 Jalan Ampang, Kampung Berembang, Wilayah Persekutuan Kuala Lumpur** (“Aerth Auto”, “we”, “our” or “us”) collects, uses, discloses, and protects your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA)** of Malaysia.

## 1. Scope of This Policy

This Privacy Policy applies to all users who interact with Aerth Auto services, including:

- Individual vehicle owners and residents
- Subscribers and one-time service users
- Authorised representatives of **condominium management bodies**, including Joint Management Bodies (JMB), Management Corporations (MC), and property managers
- Corporate or commercial clients (where applicable)

By accessing our website, mobile services, WhatsApp communication, or subscribing to our services, you consent to the collection and use of your personal data as described in this Policy.

## 2. Personal Data We Collect

We collect personal data that is necessary to provide our eco-friendly vehicle cleaning and related services, including but not limited to:

### 2.1 Information You Provide

- Full name
- Mobile phone number
- Email address
- Vehicle number plate
- Condominium name, parking bay number, or location details
- Subscription or service preferences
- Communications sent to us via WhatsApp, email, SMS, or other channels

### 2.2 Service-Related Media

- Photographs or videos of vehicles **before and after service**, taken strictly for:
  - ✓ Service verification
  - ✓ Quality assurance
  - ✓ Customer support and dispute resolution

### 2.3 Payment Information

- Payments are processed securely via Curlec (Razorpay Malaysia)
- Aerth Auto does not store or have access to your debit or credit card details

## 3. Purpose of Data Collection

Your personal data is collected and used for the following purposes:

- To provide, manage, and deliver our services
- To process subscriptions, payments, and confirmations
- To communicate service updates, reminders, and notifications
- To coordinate access with condominium management (where applicable)
- To improve service quality, operations, and customer experience
- To comply with legal, regulatory, and contractual obligations

## 4. Communication & Notifications

By using our services, you consent to receiving communications via:

- WhatsApp
- Email
- SMS
- Push notifications (when applicable in the future)

These communications may include service confirmations, reminders, operational updates, and important notices. You may opt out of non-essential communications at any time.

## 5. Disclosure of Personal Data

We do **not sell, rent, or trade** your personal data.

Your data may only be disclosed to:

- Payment processors (Curlec / Razorpay Malaysia) strictly for payment processing
- Authorised service personnel for operational purposes
- Condominium management bodies **only where necessary** to facilitate access or compliance with site rules
- Government or regulatory authorities when required by law

All third parties are required to protect your data in accordance with applicable laws.

## **6. Data Security**

We implement reasonable administrative, technical, and physical safeguards to protect your personal data from:

- Unauthorised access
- Accidental loss
- Misuse or disclosure

While we strive to protect your information, no method of transmission over the internet is completely secure.

## **7. Data Retention**

We retain personal data only for as long as necessary to:

- Fulfil the purposes outlined in this Policy
- Meet legal, regulatory, or operational requirements

When data is no longer required, it will be securely deleted or anonymised.

## **8. Your Rights Under PDPA**

You have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Withdraw consent for data processing (subject to service limitations)
- Requests can be made by contacting us using the details below.

## **9. Updates to This Policy**

We may update this Privacy Policy from time to time.

Any changes will be published on our website, and continued use of our services constitutes acceptance of the updated Policy.

## **10. Contact Us**

 [admin@aerthauto.my](mailto:admin@aerthauto.my)

 03-86878436