

PRIVACY POLICY

Last Updated: 8 April 2026

This Privacy Policy describes how MYAIDER HOLDING SDN. BHD. (“Company”) collects, uses, and protects personal data in accordance with the **Personal Data Protection Act 2010 (PDPA) of Malaysia**.

1. Collection of Personal Data

The Company may collect the following information from customers:

- Name
- Contact number
- Pick-up and drop-off location
- Payment details
- Any other relevant booking information

2. Purpose of Data Collection

Personal data is collected for the following purposes:

- To process and manage bookings
- To assign drivers and provide services
- To communicate with customers
- To process payments
- To improve service quality

3. Disclosure of Personal Data

The Company may disclose customer data to:

- Assigned drivers (for service fulfilment)
- Payment service providers
- Regulatory authorities (if required by law)

The Company does **not sell or misuse personal data**.

4. Data Protection

The Company takes reasonable steps to protect personal data, including:

- Restricting access to authorised personnel only
- Using secure systems and communication channels
- Preventing unauthorised disclosure

5. Data Retention

Personal data shall be retained only for as long as necessary for:

- Service fulfilment
- Legal and regulatory compliance

6. Customer Rights

Customers have the right to:

- Request access to their personal data
- Request correction of inaccurate data
- Withdraw consent (subject to service limitations)