

CUSTOMER PRIVACY POLICY

By visiting our website, mobile application, and clicking or checking the “I agree to the terms of use and privacy policy” button, you agree and consent to the collection, use disclosure, storage, transfer and/or processing of your personal data for the purposes stated in, and under the terms of, this privacy policy or similar statements available on www.koppiku.com (the “Website”) or in the course of providing you with services or access to the the mobile application. You acknowledge that you have read and understood the terms of this privacy policy and have agreed and consented to the collection, use, disclosure, storage, transfer and/or processing of your personal data as described herein.

Privacy Policy

This Privacy Policy outlines how Koppiku Sdn Bhd collects, records, holds, stores, uses, processes, and/or discloses ("Process") your personal information through the use of our website ("Website"), online stores ("Online Stores"), and mobile applications ("App").

1. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect personal information such as your name, address, email, phone number (including contacts from your device with your permission), nationality, date of birth, gender, debit/credit card information ("Personal Information") when you access, browse, or use our Website or App, to enable us to improve our services and further enhance your user experience. We may also collect data like IP addresses, search terms, location, timestamps, feedback, reviews, and transaction information when you interact with us.

2. WHAT DO WE DO WITH YOUR PERSONAL INFORMATION?

We may use your Personal Information to communicate about our products, updates, promotions, and relevant notifications. By providing your details, you consent to receive communications via email, text, call, chat applications, etc. If you make your birthdate public (without the year), we may notify your contacts of your birthday. You may opt out from receiving communications by changing your communication preferences using your device settings. In addition, our communications themselves may include the opportunity to opt out. You understand and agree that you may need to separately manage your communication preferences for each communication method.

We may also use third-party tracking and analytics tools to better understand user behaviour, optimise our services, and improve the overall user experience. These tools may collect additional data about your interactions with our services, including browsing patterns, clicks, and visits. For more information, we recommend reviewing their privacy policies.

3. HOW DO WE GET YOUR CONSENT?

By clicking or checking "I Agree" and providing Personal Information through our Website/App, such as during a transaction or when using our services, you acknowledge and agree to our Privacy Policy. You consent to the collection and use of your Personal Information as described in the Privacy Policy. By using our services, you confirm that you are of legal age and responsible for any minor dependents using the Website/App. Additionally, we may use cookies or similar tracking technologies to collect information automatically when you visit our Website or App. By clicking "I Agree" to the Terms of our Website/App, you consent to the use of these cookies and tracking mechanisms as per our cookie policy.

4. HOW DO YOU WITHDRAW YOUR CONSENT?

You may withdraw consent at any time by contacting us at hello@koppiku.my . Even after withdrawing consent, we may continue processing your Personal Information as required by applicable laws. You can also adjust your privacy settings to make your date of birth private in the App.

For users subject to specific regional laws, you may also have the right to request the correction, deletion, or restriction of your personal data. To exercise these rights, please contact us at hello@koppiku.my . We will comply with such requests as required by applicable data protection regulations.

5. HOW DO WE DISCLOSE YOUR PERSONAL INFORMATION?

We may disclose your Personal Information when required by law or if you violate our Terms of Service. Your information may also be shared with our subsidiaries, affiliates, service providers, and business partners. If your birthdate is public, your contacts may receive birthday notifications or offers.

We partner with third-party service providers such as payment gateways, delivery services, and analytics providers who may require your personal data to process transactions or provide services. We recommend reviewing their privacy policies to understand how they handle your data. In some cases, your data may be transferred to other jurisdictions, and it may be subject to the laws of those regions.

6. HOW DO WE RETAIN YOUR PERSONAL DATA?

We will retain your Personal Information for as long as it is necessary for the purposes outlined in this Privacy Policy or as required by applicable laws. Transaction data will be retained for 7 years in compliance with financial regulations, while contact details will be stored until you request deletion. When your data is no longer required, we will take steps to erase, anonymize, or prevent further access to it.

In the event of a merger, acquisition, joint venture, or sale, your data may be shared or transferred to third parties involved in the transaction, subject to this Privacy Policy.

7. HOW DO WE SECURE YOUR PERSONAL INFORMATION?

To protect your Personal Information, we take reasonable legal precautions and follow industry best practices to ensure it remains secure. All data on our website is encrypted using secure socket layer technology (SSL) and stored with AES-128 encryption. While no method of transmission or storage is 100% secure, we follow all PCI-DSS requirements and implement additional industry-standard practices.

8. HOW DO WE MANAGE COOKIES?

Cookies are small pieces of data stored on your device. We use cookies to improve your browsing experience and track the effectiveness of our services. You can disable cookies through your browser settings, but this may affect the functionality of our Website/App. Third-party providers may also use cookies for tracking purposes, and we encourage you to review their privacy policies.

9. AMENDMENTS

We reserve the right to modify, update, or amend this Privacy Policy. Changes will take effect immediately upon posting. We will notify you of any significant changes through reasonable methods, including, but not limited to, email or posting the updated Privacy Policy on the Website/App. The "Last Updated" date at the beginning of the Privacy Policy will reflect the latest revision. By continuing to use the Website/App after receiving notice of these changes, you accept the updated Privacy Policy.

10. HOW DO YOU CONTACT US?

For inquiries or to exercise your rights, please contact us at hello@koppiku.my .