

Privacy Policy

FurnixTech (www.furnixtech.com)

Last Updated: [25/07/2024]

This Privacy Policy and its Addendum(s) (“Policy”) describe how FurnixTech (www.furnixtech.com), its respective subsidiaries, affiliates, associated companies, and jointly controlled entities (collectively “FurnixTech”, “we”, “us” or “our”) collect, use, process, and disclose your Personal Data through the use of FurnixTech (www.furnixtech.com) mobile applications and websites (respectively “Apps” and “Websites”), as well as products, features, and other services globally, operated by FurnixTech (www.furnixtech.com) (collectively, “Services”).

This Policy applies to our customers, agents, vendors, suppliers, partners, contractors, and service providers (collectively “you”, “your” or “yours”).

“Personal Data” is any information which can be used to identify you or from which you are identifiable. This includes but is not limited to your name, nationality, telephone number, bank and credit card details, personal interests, email address, your image, government-issued identification numbers, biometric data, race, date of birth, marital status, religion, health information, and financial information.

I. COLLECTION OF PERSONAL DATA

We collect Personal Data about you in the ways listed below. We may also combine the collected Personal Data with other Personal Data in our possession. If you have or are a party to multiple relationships with us, we will link your Personal Data collected across your various capacities to facilitate your use of our Services and for the Purposes described below.

You Provide Your Personal Data to Us

We collect your Personal Data when you voluntarily provide it to us. For example, you may provide your Personal Data to us when you:

- Complete a user profile or registration forms (such as your name, contact information, and other identification information where needed);
- Provide information to assess your eligibility to provide services as a FurnixTech vendor (such as your house information and background check results, as legally permissible);
- Interact with our social media pages (such as your social media account ID, profile photo, and any other publicly available data);
- Participate in contests or events organized by us (such as the pictures, audio files, or videos you may submit, which may include images of yourself);

- Verify your identity through various means (such as social media logins, submission of selfie images, or independently verified payment card information);
- Fill up demographic information in surveys (such as your age, gender, and other information you may volunteer such as your marital status, occupation, and income information).

In certain circumstances, you may need to provide your Personal Data in order to comply with legal requirements or contractual obligations, or where it is necessary to conclude a contract. Failure to provide such Personal Data, under such circumstances, may constitute failure to comply with legal requirements or contractual obligations, or an inability to conclude a contract with you, as the case may be.

When Our Services Are Used

Personal Data may be collected through the normal operation of our Apps, Websites, and Services. Some examples are:

- Your location (to detect pick-up locations and abnormal route variations);
- Feedback, ratings, and compliments;
- Transaction information (such as payment method and distance travelled);
- Information about how you interacted with our Apps, Website, or Services (such as features used and content viewed);
- Device information (such as hardware model and serial number, IP address, file names and versions, and advertising identifiers or any information that may provide an indication of device or app modification);
- Personal data you enter in messages when you use our in-app communication features; and
- Personal data that may be captured through your interaction with us, our agents, and audio and/or video recording during a renovation (such as your image or voice, or both, and its related metadata).

From Other Sources

When we collect Personal Data, including but not limited to your name, contact information, and other identification information where needed from other sources, we ensure that the data is transferred to us in accordance with applicable laws. Such sources include:

- Referral programmes;
- Our business partners, such as fleet partners and payment providers;

- Insurance and financial providers;
- Credit bureaus and other credit reporting agencies;
- Publicly available sources of data;
- Governmental sources of data;
- When our users add you as an emergency contact; and
- Marketing services providers or partners.

Personal Data About Vendors

If you are a vendor partner, we may collect:

- Telematics data (such as your speed, acceleration, and braking data);
- Device data (such as accelerometer data, GPS location, your IMEI number, and the names of apps you have installed on your device);
- Your company registration data; and
- Personal data that may be captured through your interaction with us, our agents, and audio and/or video recording during a ride (such as your image or voice, or both, and its related metadata).

Sensitive Personal Data

Some of the Personal Data that we collect is sensitive in nature. This includes Personal Data pertaining to your race, national ID information, religious beliefs, background information (including financial and criminal records, where legally permissible), health data, disability, marital status, and biometric data, as applicable. We collect this information only with your consent and/or in strict compliance with applicable laws.

Personal Data of Minors

As a parent or legal guardian, please do not allow minors under your care to submit Personal Data to FurnixTech (www.furnixtech.com). In the event that such Personal Data of a minor is disclosed to FurnixTech (www.furnixtech.com), you hereby consent to the processing of the minor's Personal Data and accept and agree to be bound by this Policy and take responsibility for his or her actions.

When You Provide Personal Data of Other Individuals to Us

In some situations, you may provide Personal Data of other individuals (such as your spouse, family members, or friends) to us. For example, you may add them as your emergency contact. If you provide us with their Personal Data, you represent and warrant that you have obtained their consent for their Personal Data to be collected, used, and disclosed as set out in this Policy.

II. USE OF PERSONAL DATA

FurnixTech (www.furnixtech.com) may use, combine, and process your Personal Data for the following purposes (“Purposes”):

Providing Services and Features

Your Personal Data will be used to provide, personalise, maintain, and improve our Apps, Websites, and Services. This includes using your Personal Data to:

- Provide you with Services across our various business verticals;
- Engage you to provide Services;
- Create, administer, and update your account;
- Conduct due diligence checks;
- Verify your identity;
- Verify your age (where necessary);
- Validate your ride and process payments;
- Offer, obtain, provide, facilitate, or maintain insurance or financing solutions;
- Track the progress of your renovation work;
- Make your experience more seamless, such as automatically filling in your registration information (such as your name or phone number) from one Service to another Service or when you participate in our surveys;
- Perform internal operations necessary to provide our Services, including troubleshooting software bugs and operational problems, conducting data analysis, testing and research, and monitoring and analysing usage and activity trends;
- Protect the security or integrity of the Services and any facilities or equipment used to make the Services available;
- Process and manage your rewards;
- Enable communications between our users;
- Process, manage, or verify your application of promotions, rewards, and subscriptions with FurnixTech (www.furnixtech.com);
- Enable our partners to manage and allocate fleet resources; and
- Fulfil the services to you as a data processor, where you have provided consent to the data controller (i.e. the organisation you had purchased goods or services from, and for whom FurnixTech is providing services on behalf of) for such services to be rendered.

Customer Support

We use Personal Data to resolve customer support issues. For example, we may:

- Investigate and address concerns;
- Monitor and improve our customer support responses;
- Respond to questions, comments, and feedback; and
- Inform you about steps taken to resolve customer support issues.

Research and Development and Security

We may use the Personal Data we collect for testing, research, analysis, and product development. This allows us to understand and analyse your needs and preferences, protect your Personal Data, improve and enhance the safety and security of our Services, develop new features, products, and services, and facilitate insurance and finance solutions.

Legal Purposes

We may use the Personal Data we collect to investigate and resolve claims or disputes, or as allowed or required by applicable law. We may also use your Personal Data when we are required, advised, recommended, expected, or requested to do so by our legal advisors or any local or foreign legal, regulatory, governmental, or other authority. For example, we may use your Personal Data to:

- Comply with court orders or other legal, governmental, or regulatory requirements;
- Enforce our Terms of Service or other agreements; and
- Protect our rights or property in the event of a claim or dispute.

We may also use your Personal Data in connection with mergers, acquisitions, joint ventures, sale of company assets, consolidation, restructuring, financing, business asset transactions, or acquisition of all or part of our business by another company.

Marketing and Promotions

We may use your Personal Data to market FurnixTech and FurnixTech's partners', sponsors', and advertisers' products, services, events, or promotions. For example, we may:

- Send you alerts, newsletters, updates, mailers, promotional materials, special privileges, festive greetings, and other updates;
- Notify, invite, and manage your participation in our events or activities;
- Process your registration to participate in or attend an event or activity and to communicate with you regarding your attendance at the event or activity; and

- Share your Personal Data within our group of companies and with our subsidiaries and affiliated companies for these purposes.

If you wish to unsubscribe to the processing of your Personal Data for marketing and promotions, please click on the unsubscribe link in the relevant email or message. Alternatively, you may update your preferences in our App settings or contact us at [email address].

III. DISCLOSURE OF PERSONAL DATA

We need to share Personal Data with various parties for the Purposes. These parties include:

- Other users (for example, if you are a customer, we may share your pickup and drop-off locations with vendors);
- With third parties to provide you a service you requested through a partnership or promotional offering made by a third party or us;
- With the general public, if you submit content in a public forum, such as blogs, social media posts, or other features of our Services that are viewable by the general public;
- With third parties with whom you choose to let us share information, for example, other apps or websites that integrate with our Services, or those with a Service with which we integrate;
- With FurnixTech subsidiaries and affiliated entities;
- With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;
- With government authorities where required or advised by local laws;
- In connection with or during negotiations of any merger, sale of company assets, consolidation, or restructuring, financing, or acquisition of all or a portion of our business by or into another company; and
- If we otherwise notify you and you consent to the sharing.

IV. DATA RETENTION

We retain your Personal Data for as long as it is necessary to fulfil the Purposes for which it was collected or to comply with legal, regulatory, or internal policy requirements. After such time, we will delete or anonymize your Personal Data, or if this is not possible (for example, because the Personal Data has been stored in backup archives), then we will securely store your Personal Data and isolate it from any further processing until deletion is possible.

V. INTERNATIONAL TRANSFERS OF PERSONAL DATA

Your Personal Data may be transferred from your home country to other countries where we, our affiliates, subsidiaries, service providers, or partners operate. We will ensure that transfers of Personal Data to a third country or an international organization are subject to appropriate safeguards as described in the applicable data protection legislation. For example, the transfer may be necessary to perform a contract between us and you or for the implementation of pre-contractual measures.

VI. PROTECTION OF PERSONAL DATA

We have implemented appropriate physical, technical, and organizational measures to safeguard your Personal Data against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access. However, please be aware that despite our efforts, no security measures are perfect or impenetrable.

VII. YOUR RIGHTS

You have the following rights in relation to your Personal Data, subject to the limitations set forth in applicable law:

- **Access:** You have the right to request access to your Personal Data that we hold about you.
- **Correction:** You have the right to request that we correct your Personal Data if it is inaccurate or incomplete.
- **Deletion:** You have the right to request the deletion of your Personal Data.
- **Restriction:** You have the right to request that we restrict the processing of your Personal Data.
- **Objection:** You have the right to object to the processing of your Personal Data.
- **Data Portability:** You have the right to request the transfer of your Personal Data to another party.

To exercise your rights, please contact us at [contact information]. We may need to verify your identity before fulfilling your request.

VIII. CHANGES TO THIS POLICY

We may update this Policy from time to time to reflect changes in our practices, technologies, legal requirements, and other factors. If we make significant changes to this Policy, we will notify you by email or through our Services. Your continued use of our Services after the effective date of the updated Policy will constitute your acceptance of the updated Policy.

IX. CONTACT US

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

FurnixTech (www.furnixtech.com)

[Contact Information]

[enquiry@furnixtech.com]

This policy ensures compliance with Malaysian laws while maintaining clarity and thoroughness for users.