

Privacy Policy

Desa eOffice Sdn. Bhd.

Desa eOffice Sdn Bhd (“eOffice”, “we”, “our” or “us”) respects your privacy and is committed to protecting your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA)** of Malaysia. This Privacy Policy explains how we collect, use, disclose, store, and protect personal data, including data processed through **cloud-based platforms such as Microsoft 365 & Cloud hosting services**.

By engaging with our services or providing personal data to us, you consent to the processing of your personal data as described in this Privacy Policy.

1. Collection of Personal Data

We may collect and process your personal data when you:

- Use our products or services
- Register as a customer, vendor, or business partner
- Submit enquiries, forms, contracts, or service requests
- Communicate with us via email, phone, Microsoft Teams, or other electronic means

Personal data collected may include, but is not limited to:

- Name, identification card or passport number
- Company name, job title, business address
- Telephone numbers, email address, and contact details
- Billing, payment, and financial information
- Login, usage, or service-related information where applicable

We may also obtain personal data from third-party sources such as regulatory bodies, credit reporting agencies, or authorised partners where permitted by law or with your consent.

2. Purpose of Processing

Your personal data may be used and processed for the following purposes:

- Identity verification
 - Processing applications for products or services
 - Assessing creditworthiness and processing credit terms
 - Facilitating business and commercial transactions
 - Marketing and promotional communications
 - Customer support, enquiries, and complaint resolution
 - Improving our products and services
 - Legal, regulatory, compliance, and audit requirements
 - Record keeping, risk management, and enforcement of rights
 - Any other purpose permitted under applicable laws
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3. Obligation to Provide Personal Data

To enable efficient and secure service delivery, **eOffice may process and store personal data using cloud-based platforms**, including but not limited to:

- **Microsoft 365** (Email, Teams, SharePoint, OneDrive, Power Platform, and related services)
- Business and productivity systems hosted on cloud infrastructure

Personal data processed via these platforms may include emails, documents, contact details, project records, support tickets, and business communications. Access is strictly limited to authorised personnel for legitimate business purposes only.

Cross-Border Data Processing

Some cloud services may store or process data **outside Malaysia**. Where this occurs, we ensure that:

- The cloud service provider is contractually bound to comply with data protection obligations
- Adequate security controls, confidentiality safeguards, and access restrictions are in place
- Processing is carried out solely for purposes consistent with this Privacy Policy and applicable laws

This is in line with PDPA requirements on data security and permitted disclosures.

4. Disclosure of Personal Data

We do **not** sell or misuse your personal data. Where necessary, your personal data may be disclosed to:

- Companies within the eOffice group
- Cloud service providers (including Microsoft) acting as data processors
- IT service providers, system integrators, and managed service providers
- Payment processors, financial institutions, and auditors
- Regulatory authorities or law enforcement agencies where required by law
- Professional advisers such as lawyers, accountants, auditors, and insurers

All disclosures are made on a **need-to-know basis** and subject to confidentiality and data protection obligations.

5. Mandatory Nature of Personal Data

You may choose not to provide certain personal data. However, failure to provide mandatory information may result in our inability to:

- Provide products or services
 - Process transactions or applications
 - Offer credit terms or technical support
 - Maintain business relationships
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6. Data Security & Retention

We implement appropriate **administrative, technical, and organisational safeguards**, including:

- Access controls and role-based permissions
- Secure cloud platforms with enterprise-grade security (e.g. Microsoft security controls)
- Backup, monitoring, and incident-response measures

Personal data is retained only for as long as necessary to fulfil business and legal purposes.

7. Your Rights Under PDPA

You have the right to:

- Request access to your personal data
- Request correction or updating of your data
- Withdraw consent for processing of your personal data

We reserve the right to charge a reasonable administrative fee for data access requests, as permitted under PDPA.

8. Updates to This Privacy Policy

We may amend this Privacy Policy from time to time. Updated versions will be made available on our website or communicated through other appropriate channels. Continued use of our services constitutes acceptance of the updated Privacy Policy.

9. Contact Information

If you have any enquiries, requests, or complaints regarding your personal data, please contact:

Desa eOffice Sdn. Bhd.

2-26B, Jalan Desa 1/1

Desa Aman Puri

52100 Kuala Lumpur, Malaysia

Tel: +603-6277 1316

Email: enquiry@eoffice.com.my

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