



ALPHAMATIC SYSTEMS DATA PROTECTION POLICY

FY2025

Alphamatic Group respects the right to privacy of our customers. Our privacy policy ensures that we protect the trust you place in us when you provide us with your personal information. Keeping customers information secure and using it only as our customers would want us to, is a top priority for all of us at Alphamatic Group.

Alphamatic Group refers to Alphamatic Systems Sdn Bhd (Company No: 198401012603 (125159-H)), BOSS Solutions Sdn Bhd (Company No: 199001008307 (199877-X)), BOSS Solutions Global Sdn Bhd (Company No: 201101020405 (948540-V)) and Alphamatic Distribution Sdn Bhd (Company No: 198701003179 (161850-D)) unless and to the extent otherwise stated.

Alphamatic Group Privacy Policy

1

We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.

2

We will limit the collection and use of customer information to the minimum as may be required to deliver superior service to our customers, which includes advising our customers about our products, services and other opportunities, and to administer our business.

3

We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information.

4

Whenever we hire other organizations to provide support services, we will require them to conform to our privacy standards.

Introduction

We take our responsibilities under the Personal Data Protection Act 2010 ("PDPA"), and where applicable, the European Union General Data Protection Regulation ("GDPR") seriously. We also recognize the importance of the personal data you have entrusted to us and believe that it is our responsibility to properly manage, protect and process your personal data. This Privacy Policy is designed to assist you in understanding how we collect, use, disclose and/or process the personal data you have provided to us, as well as to assist you in making an informed decision before providing us with any of your personal data. If you, at any time, have any queries on this policy or any other queries in relation to how we may manage, protect and/or process your personal data, please do not hesitate to contact us at the contact details below.



Reliability Data Collection & Use

i) Collection of Personal Information

The information we collect is information that we require in order to perform our services and offer our products to you. Some information are required by Alphamatic Group to fulfil partly or all of the services requested by you. From time to time, we may also collect information that pertain to you indirectly through different sources, we will inform you about respective collections conditions, regulations and purposes. We will only use and disclose your personal data for the purpose for which it was collected.

ii) Use of Customer & Partner Data

Data Processing for a Contractual Relationship

Personal data of the relevant prospects, customers and partners can be processed in order to establish, execute and terminate a contract. This also includes advisory services for the partner under the contract if this is related to the contractual purpose. Prior to a contract – during the contract initiation phase – personal data can be processed to prepare bids or purchase orders or fulfil other requests of the prospect that relate to contract conclusion. Prospects can be contacted during the contract preparation process using the information that they have provided

Data Processing for Marketing Purposes

Personal data can be processed for marketing purpose to provide you with information and / or updates on products & services offered. To conduct research, analysis and development activities (including but not limited to statistical analysis, data analytics, surveys and / or profiling) to improve the services and facilities in order to enhance the services we provide to you, where you have consented to be contacted for such purposes.

Data Processing Pursuant to Legal Authorization

Responding to legal process, pursuing legal rights and remedies, defending litigation and managing any complaints or claims. To comply with any applicable law, regulation, legal process or government request.

Disclosure of your information

The consent of the individual shall be obtained before personal information is used or disclosed for any other purpose, unless the law otherwise permits the proposed use or disclosure. Your personal data may also be disclosed if we are under a duty to disclose or share your personal data in order to comply with any legal obligation. Please rest assured that we never sell or rent your personal data.

Information Security & Accuracy

Alphamatic Group takes precautions including administrative, technical and physical measures to safeguard your personal information against loss, theft and misuse, as well as against unauthorised access, disclosure, alteration and destruction. Furthermore, we intend to protect your personal information and to maintain its accuracy. Alphamatic Group implements reasonable physical, administrative and technical safeguards to help us to protect your personal information from unauthorised access, use and disclosure.

Our Commitment to Your Privacy


To make sure your personal information is secure, we communicate our privacy and security guidelines to Alphamatic Group employees and strictly enforce privacy safeguards within the company.

Changes to this Privacy Statement

Alphamatic Group may review and update its Privacy Statement from time to time to reflect changes in the law, our business practices, procedures and structure, and the community's changing privacy expectations. Adequate notice of such update and/or revision will be given on Alphamatic Group websites and/or by such other means of communication deemed suitable by Alphamatic Group including by way of sending such notice via eMail & etc.

Questions or Concerns

If you have any question or concern, you may contact the following:

 **+6080 3836**

 **enquiry@alphamatic.com.my**

