

Privacy Policy for Rakyat POS

Effective Date: 18 August 2025

This Privacy Policy describes how **J Produce Technology** (Registration No: RA0112500-D) ("we," "us," or "our") collects, uses, processes, and discloses your information in connection with your use of our Rakyat POS mobile application and related services (collectively, the "Service").

This policy is designed to comply with Malaysia's Personal Data Protection Act 2010 ("PDPA").

1. Information We Collect

We collect information to provide and improve our Service, including but not limited to: Business & Account Information, Transaction & Financial Data, MyInvois & MyDigitalID Data, Communications, and Technical & Usage Data.

2. How We Use Your Information

We use your personal data to provide and maintain the Service, offer customer support, comply with legal obligations, communicate with you, and for research and development.

3. How We Share and Disclose Information

Your data is shared only in the following limited circumstances:

- **With the Inland Revenue Board of Malaysia (LHDN):** Your transaction data is shared with LHDN as required for MyInvois compliance.
- **With Third-Party Integrations:** Should you choose to connect your Rakyat POS account with third-party services or hardware, we will share the necessary data to facilitate that integration. Your use of such integrations constitutes your consent for this data sharing.
- **With Service Providers:** We use third-party service providers for cloud hosting and infrastructure. They are contractually bound to protect your data.
- **For Legal Reasons:** We may disclose your information if required by law.
- **Business Transfers:** Your information may be transferred as part of a merger or acquisition.

We will **never** sell your personal data to third parties.

4. Consent and Withdrawal

By using our Service, you consent to the collection and processing of your personal data as described in this policy. We obtain your consent before processing personal data, and you may withdraw consent at any time by contacting us. Please note that withdrawing consent may affect your ability to use certain features of the Service.

5. Data Security

We are committed to protecting your data and implement appropriate technical and organizational security measures to prevent unauthorized access, use, alteration, or disclosure.

6. Data Breach Notification

If a data breach occurs that is likely to result in a high risk to your rights and freedoms, we will notify affected users and the relevant regulators as required by law.

7. Data Retention and Deletion

A grace period of **sixty (60) days** begins on the date your subscription plan expires or your payment becomes overdue, whichever is earlier. During this grace period, you may export your data. After these sixty (60) days, we will permanently delete all data associated with your account from our active systems.

IMPORTANT LEGAL NOTICE: Under Malaysian law, you are legally required to keep all business records for a period of **seven (7) years**. Our deletion of data from our servers does not absolve you of this legal responsibility. It is solely your responsibility to export and maintain your records to comply with your legal obligations.

8. Your Rights Under the PDPA

As a data subject in Malaysia, you have the right to request access to, correct, or limit the processing of your personal data. To exercise these rights, please contact us.

9. Children and Minors

Our Service is intended for businesses and business owners only. We do not knowingly collect personal data from individuals under the age of 18.

10. Cookies and Tracking Technologies

We may use cookies, analytics tools (such as Google Analytics), and other tracking technologies to help us understand how our Service is used, to improve user experience, and for performance monitoring. You can control the use of cookies at the individual browser level.

11. International Data Transfer

Our service providers may store and process your data in servers located outside of Malaysia. When we transfer your data internationally, we will ensure it is protected to a standard comparable to the PDPA.

12. Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time. We are not obligated to provide notice of such changes. Your continued use of the Service constitutes your acceptance of any modifications. It is your responsibility to review this Privacy Policy periodically for changes.

13. Contact Us

If you have any questions, please contact our Data Protection Officer at:

J Produce Technology

Unit 2-1, Level 2, The Podium, Tower 3, UOA Business Park 1, Jalan Pengaturcara, Seksyen, U1/51a, 40150 Shah Alam, Selangor

support.pos@jproduce.com.my

+60172208661