

Application of Privacy Policy

- 1.1 In compliance with the Malaysian Personal Data Protection Act 2010, this Policy applies to anyone (including merchants, consumers and end-users) that uses our service as described in our Term of Services and it shall form part and parcel of our Term of Services.

Personal Information

- 2.1 Personal Information in relations to Privacy Policy means :
- (a) Individual and personal unique information such as name, gender, birthdate, nationality, race, identification card or passport number, marital status, religion and other such class of information required from time to time and as applicable;
 - (b) Payment info including e-wallet, bank and credit card details and relevant financial and banking details;
 - (c) Communication and contact info such as phone numbers, billing or shipping address and email addresses; and
 - (d) Such IT technical information acquired during the access and transaction of services such as IP address, time zone, device data, collection of cookies, app and browser version necessary and inherent to the Term of Services.

Collection of Personal Information

- 3.1 Personal Information is collected at the following gate point:
- (a) Directly
Such direct Personal Information provided by you to us as necessary and required during the use of our services under our Term of Services.
 - (b) Indirectly
Such Personal Information provided, gathered and processed by any of our business partners, merchants and third party entities inherent to the Services which have been disclosed and authorized accordingly under our Term of Services.
- 3.2 Personal Information is collected when:
- (a) Accessing and registering to use our service as per Term of Services including for the purpose of establishing identity during the whole duration of service and eligibility thereto;
 - (b) Communicating through our service and with customer support channel in relations to our services;
 - (c) Participating in any surveys, contests, promotional and marketing activities; and
 - (d) Interacting with us on social media channels which may involve providing your social media account information that is publicly accessible.

Limited Use of Personal Information

- 4.1 In accordance with the relevant laws, we limit the use, disclosure and processing of your Personal Information on:
- (a) To identify you for the purposes of rendering services to you and accessing eligibility to our Services;
 - (b) To provide and render service to you including such features under our Services with merchants and any third parties;

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- (c) To provide improved customized and personalized customer experience to you as per your preferences and from processing of data and information gathered during the Services;
- (d) To process payment and conclude transactions between you and merchants, merchants and third parties, including all these parties and between us, as applicable;
- (e) To market and promote services, product, features, campaigns and activities under the Services;
- (f) To respond to any comment, complaint and refund request initiated under the Services thereto;
- (g) To improve advertising activities with the advertisers, including but not limited to processing optimum advertisement behaviours for any past, current and future purposes;
- (h) To conduct product, service, marketing, consumer, advertising, promotional, demographic and trends research and analysis;
- (i) For legal purposes including but not limited to compliances with law, enforcing a legal rights and defending any legal claim.

4.2 Notwithstanding the above, your Personal Information may also be used whereby:

- (a) when it is necessary and compulsory to comply with contract or conditions precedent to a contract;
- (b) for processing one or many purposes, inherently, expressly or impliedly under this Policy; or
- (c) when it is compulsory to comply with our legal obligation under the law.

Express Consent

5.1 Where required under the law, we will procure express consent under the law for processing of your Personal Information for specific activities such as mailing list and sending marketing promotional materials and information.

Rights

6.1 Unless otherwise provided under the law, you have the following rights in regards to your Personal Information:

- (a) To withdraw your consent in relations to all your Personal Information at any time by communicating the same to us and allow us a reasonable time to act on the withdrawal of the consent;
- (b) To rectify information to be accurate and up to date but subject to providing to us supporting information and documentation to support such rectification request;
- (c) To object to collection, processing or disclosure of your Personal Information at any time unless otherwise provided in law;
- (d) To request complete destruction or anonymize Personal Information if the collection, use or disclosure of Personal Information contravene the laws or infringe your rights; and
- (e) To lodge a complaint with relevant authorities if the collection, use or disclosure of Personal Information contravene the laws or infringe your rights.

Retaining Personal Information

- 7.1 Personal Information will be retained during the whole duration of use of our Services and as long as necessary under the law and for other purposes under contract with other third parties for strict legal reason.
- 7.2 Thereafter, Personal Information will be destroyed from our records and back-up systems.
- 7.3 Once you are no longer using our Service, we may to store archived copies of Personal Information for strict legal and business purposes unless when we receive a request to purge the Personal Information.

Disclosure of Personal Information

- 8.1 We do not rent, transfer or disclose any of your Personal Information to any third party without your consent.
- 8.2 Nevertheless, the disclosure of Personal Information may take place in following circumstances:
 - (a) Disclosure to merchants and third parties necessary for the Service and any features therein;
 - (b) Within internal organization including subsidiaries for purposes under this Policy and under the Services;
 - (c) Any commercial provider for our any underlying IT system or data centre that we use for the purposes of Service to you;
 - (d) Any third parties, including governmental authorities for purposes under the Service and Policy herein;
 - (e) Storage and data centre facilities necessary for our Services and ancillary services thereto;
 - (f) Professional advisers appointed on a strictly confidential basis and appointed by us to provide services to us;
 - (g) any entities authorised by you for disclosing your Personal Information;
 - (h) any other entities authorised in law or law enforcement authorities instructing us to disclose Personal Information.

Contact

- 9.1 If you require further assistance in relations to this Policy or would like to reach out to us for any purposes under this Policy, you may write in to us at support@omnimerce.io or contact us at 017 3313 141.
- 9.2 We will strive to respond to you within 7 (Seven) working days.

Change to Policy

- 10.1 We reserve the right to change the policy at any time without further notice by updating this Policy as our website.
- 10.2 By continuing to use and /or access to our Services, you are deemed to acknowledge and accept the new updated Policy.