



PRIVACY POLICY

Effective Date: January 1, 2025

Active Telematics Sdn. Bhd. ("Company") and Active web E ("Product") are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose and safeguard your information when you use our Active web E mobile application ("App"). Please read this Privacy Policy carefully to understand our views and practices regarding your information and how we will treat it. By using our App, you agree to the collection and use of information in accordance with this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the App.

INFORMATION WE COLLECT

We may collect and process following types of information:

Information provided by you to us

- A. Personal identifiers, such as your name and email address. Account credentials, including usernames and passwords.
- B. Other information you provide when using our App or contacting us.

Automatically collected information

- A. Usage data, including IP address, device type and operating system.
- B. Analytics data, to improve app performance and user experience.

HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

1. To provide, operate, and maintain the App.
2. To improve user experience and troubleshoot issues.
3. To communicate with you, including sending notifications, updates, and support responses.
4. To ensure compliance with legal obligations.
5. To personalise your experience and deliver content tailored to your interests.

DISCLOSURE OF YOUR INFORMATION

We may share your information in the following circumstances:

Service Providers: With third-party vendors who assist us in operating the App or providing services.

Legal Compliance: To comply with legal requirements, subpoenas, or court orders.

Business Transfers: If we merge, sell, or transfer part or all of our business.

With Your Consent: When you explicitly agree to share your data

DATA RETENTION

We will retain your information only for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required by law.

YOUR RIGHTS

Depending on your jurisdiction, you may have the following rights regarding your personal information:

1. Access to your data.
2. Correction or deletion of your data.
3. Restriction of data processing.
4. Data portability.
5. Withdrawal of consent, where applicable.

To exercise these rights, please contact us at info@activetelematics.com.

SECURITY OF YOUR INFORMATION

We implement appropriate technical and organizational measures to safeguard your information. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

CHILDREN'S PRIVACY

Our App is not directed to individuals under the age of 13, and we do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child under 13, we will delete such information promptly.

THIRD-PARTY LINKS

The App may contain links to third-party websites or services. We are not responsible for the privacy practices of these third parties, and we encourage you to read their privacy policies.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Effective Date." Your continued use of the App after changes are made constitutes your acceptance of the revised Privacy Policy.

CONTACT US

If you have any questions about this Privacy Policy, please contact us:

We are also governed by Malaysian Personal Data Protection Act 2010 (PDPA).

ACTIVE TELEMATICS SDN. BHD.

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