

Privacy Policy

1. Introduction

1.1 At Foodtein Berhad (CompanyNo.: 1253722-T)(“Foodtein”, “we”, “us” or “our”), we take seriously and is committed in respecting all privacy laws and regulations.

1.2 This Privacy Policy is illustrated to explain how we collect, use, handle, disclose and/or process, manage your personal data. It is important that you read this Privacy Policy before accessing to the Foodtein website: www.foodtein.com and/or the Foodtein mobile app (“the Platform”), or before you submit any personal information to us.

1.3 According to Personal Data Protection Act 2010, “personal data” means any information in respect of commercial transactions, which—

(a) is being processed wholly or partly by means of equipment operating automatically in response to instructions given for that purpose;

(b) is recorded with the intention that it should wholly or partly be processed by means of such equipment; or

(c) is recorded as part of a relevant filing system or with the intention that it should form part of a relevant filing system, that relates directly or indirectly to a data subject, who is identified or identifiable from that information or from that and other information stipulated in the Laws of Malaysia ACT 709 in the possession of a data user, including any sensitive personal data and expression of opinion about the data subject; but does not include any information that is processed for the purpose of a credit reporting business carried on by a credit reporting agency under the Credit Reporting Agencies Act 2010.

1.4 By using this Platform with clicking or checking the “SIGNUP”, you have acknowledge, accept and agreed that you have been notified of and understood the practices described in this privacy policy and that you have understood and agreed to the collection and the processing of your personal data as described and under the terms herein.

1.5 This Privacy Policy should be read in accordance with the Terms and Conditions of the Platform.

1.6 You must be of the age of majority (18 years old of age) in order to use this Platform. By using the Platform, you are confirming that you have meet the minimum age requirement. If you are under age of majority, you may use the Platform only with the involvement of a parent or guardian.

1.7 Foodtein reserves the right to change, modify, add, remove or discontinue all or any part of this Privacy Policy at any time. Modifications will come into effect when it is posted on the Platform without any prior notice and you are deemed to be knowing of and bound by any modification to the foregoing upon their publication on the Platform, or otherwise where appropriate, to notify you by email, whereupon of your continued use of the Platform, access to the Platform and/or the Services, including placing Orders on the Platform, shall constitute your acknowledgment and acceptance of the changes we make to this Privacy Policy as notified to you by email. Please check back frequently to see any updates or changes to this Privacy Policy. If you have not received any email, kindly check the Spam Mail and/or Junk Mail.

2. Collection of Your Personal Information

2.1 We and/or our third party service providers may ask for certain type of personal information/data:-

1. directly from you;
2. when you register as a member of the Platform;
3. where you access and interact with the Platform; or
4. from other sources.

The information collected from you may include personally identifiable information i.e. your first and last name, NRIC/passport or other personal identification number, gender, date of birth, mailing addresses, postal code, e-mail addresses, telephone numbers, payment account data and personal content preferences.

3. Our Use of Cookies

3.1 A cookie is a small piece of text that is placed within the memory of a computer and can be later retrieved by web page servers. We use cookies to enhance the better performance and user experience for you and do not use any cookies to record any personal information.

3.2 You acknowledge that your cookies may be used on the Platform when browsing the Platform to gather data in relation to the Platform. Cookies may collect the information of your visit, including the type of browser and operating system you use, the previous site you visited, your server’s IP address, the pages you access and the information downloaded by you. While this anonymous statistical data may be aggregated and used in broader statistical analysis by us and our web monitoring service provider to improve our services, at no time can we personally identify you as the source of that data.

3.3 However, you may refuse the use of cookies by changing the settings on your browser. However, please note that if you do this you may not be able to use the full functionality of the Platform and/or the Services.

4. Use and Disclosure of Personal Data

4.1 You acknowledge and consent that the data we collect from you may use and disclose your personal data for some or all the purposes for which it was collected or for a related or ancillary purpose such as:

- a. to carry out or respond to your requests including your queries, feedback, claims or disputes;
- b. to our third party service providers to assist us to enhance the Platform and services to you, and to analyse and better understand our customer’s preferences or to develop, improve and market our products and services to you;
- c. to our third party service providers to include in a database compiled by us or our third party service provider for use in direct marketing of promotions, product and services we think may interest you;
- d. to verify and carry out financial transactions in relation to payment you make online;
- e. to update you on the delivery of the products and for customer support purposes;
- f. to improve the layout or content of the Platform for your better user experiences;
- g. to verify/identify the visitors on the Platform;
- h. for regulatory reporting and compliance with our legal obligations;
- i. to various regulatory bodies and law enforcement officials and agencies for investigation as to protect against fraud, unlawful activity, omission, misconduct and/or for any related security purposes;
- j. to the Licensor and our related companies for internal accounting and administration;
- k. to monitor or improve the quality and standard of service provided to you by the Platform;
- l. to provide offers that may be of interest to you.

4.2 We may share and permit our third party service providers in assisting us with research, mail and delivery, security, professional advisory, banking, payment processing or technology services. Our third party service providers are expected to take reasonable steps to safeguard your personal data and must only use it for the purposes for which it was supplied, however we shall not liable for ensuring this.

4.3 However, we will not disclose your personal information other than above-mentioned without your consent unless disclosure is either necessary to prevent a threat to life or health, authorized or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

5. Withdrawal of Consent and/or Deletion or Anonymization of Personal Data

5.1 If you wish to withdraw of your consent to the continued use or disclosure of your personal data for any of the purposes and in the manner as above-mentioned at any time whatsoever, or request the deletion or anonymization of your personal data, you may communicate with our Data Protection Officer regarding your request by using the contact details provided above.

5.2 You understand that if you request to withdraw of your consent to our use or disclosure of your personal data for the purposes and in the manner as above-mentioned or request the deletion or anonymization of your personal data, we may not be in a position to continue to provide our products or services to you or perform on any contract we have with you and we will not be responsible in the event that we do not continue to provide our products or services or to terminate our existing relationship and/or the contract with you. Our legal rights and remedies are expressly reserved in such an event.

6. Updating Your Personal Data

6.1 You understand and it is your responsibility to provide us an accurate personal data. You should inform us of changes to your personal data, or in the event that you have reason to believe that the personal data you previously provided is inaccurate, incomplete, misleading or out of date. You can update your personal data anytime by accessing your account on the Platform. If you are unable to update your personal data through your account, you can do so by email us to enquiry@foodtein.com.

6.2 You understand and consent that a reasonable fee will be charged for the processing of your requests to access your personal data. You will receive a written estimate charge if it is chargeable. Please note that we are not required to respond to or deal with your access request unless you have agreed to pay the fee.

6.3 You understand that we would share the updates of your personal data with our third parties and Foodtein Stockist with whom we have shared your personal data if your personal data is still necessary for the above-stated purposes.

4. We reserve the right to refuse to correct your personal data subject to the privacy laws and regulations, where they require and/or entitle an organisation to refuse to correct personal data in the stated circumstances.

7. Securing Your Personal Information

7.1 As we understand the importance to preserve your personal data, hence we have implemented appropriate physical, electronic and managerial security procedures in order to protect your personal data from loss, misuse, copying, disposal, alteration, destruction or similar risks. For those who specifically need your personal data to conduct their responsibilities, we provide limited access to your personal data for the needed purposes only.

7.2 We and our third party service providers take reasonable steps to destroy or permanently de-identify your personal information where it is no longer required and to protect your personal information from unauthorized access, loss, misuse, copying, disposal, alteration, destruction or similar risks.

7.3 We will retain your personal data as long as required by respecting privacy laws and regulations. We will destroy or anonymize your personal data as soon as it is reasonable to assume that that personal data was collected is no longer being served by and/or retention is no longer necessary for any legal or business purposes.

7.4 If you cease using the Platform, or your permission to use the Platform and/or the Services is terminated, you understand and consent that your personal data may continue to be stored, using and/or disclosing your personal data in accordance with this Privacy Policy and our obligations under the Privacy Laws. Subject to applicable law, we may securely dispose of your personal data without prior notice to you.

8. Direct Marketing

8.1 You understand and consent for your personal data to be included in our database for use in direct marketing and our related entities or our third party contractors. If you do not wish to receive any marketing material from us, you can opt-out or unsubscribe or by sending us an email at enquiry@foodtein.com. All emails, SMS and newsletters from the Platform will allow you to opt-out of further mailings by clicking on the link or responding "unsubscribe".