QEDIX SMART SOLUTIONS

Registration No. 202601033936 (1696031-M) · Malaysia

Terms & Conditions and Privacy Policy

For customers of SmartDuty, SmartRecon and related services provided by Qedix Smart Solutions Sdn. Bhd.

Our commitments to you, in short

- **Your data is yours.** We never sell, rent or trade your personal or business data, never show it to other customers, and never use it to target your customers or undercut your business. We may use aggregated, de-identified statistics that cannot identify you or anyone else to improve our services.
- **Your data stays in your account.** Each organisation's data is kept separate, and the Services are designed and tested so that one customer cannot access another customer's data.
- **Only what is needed.** We collect only the data required to run the service, and we keep it only for as long as it is needed.
- **You stay in control.** You can access, correct, export and delete your data, and close your account, at any time.
- **We tell you if something goes wrong.** If a security incident affects your data, we notify your administrator within 48 hours of confirming it.

Effective date: 1 October 2026

Version: 1.0

Governing law: Malaysia

Contact: support@qedix.my

Part A — Terms & Conditions

This agreement is between Qedix Smart Solutions Sdn. Bhd. (Registration No. 202601033936 (1696031-M)) ("Qedix", "we", "us") and the customer named in the subscription order or account ("Customer", "you"). It applies to SmartDuty, SmartRecon and any other service we provide to you (the "Services").

1. About the Services

Qedix provides software for motor vehicle dealers and importers in Malaysia, including:

- **SmartDuty** — direct import cost calculation (import duty, CIF, on-the-road estimates) for vehicles from Japan and the United Kingdom, catalogue duty lookups, quotation PDFs and shareable quotation links;
- **Auction and market tools** — watchlists, auction listing scans, auction reports, spec lists and public vehicle catalogues;
- **SmartRecon** — related dealer management tools.

The exact features available to you depend on the plan and products assigned to your organisation.

2. Accounts and organisations

1. Each Customer is set up as an **organisation**. Your organisation's administrator controls its settings, users and shared configuration. Individual users ("agents") use the Services under that organisation.
2. Each user account is for one named person. Credentials must not be shared. You are responsible for activity carried out under your accounts, and must tell us promptly at support@qedix.my if you believe an account has been compromised.
3. You must provide accurate registration details and keep them up to date.
4. Users must be 18 or older.

3. Estimates, not advice

> **All figures produced by the Services are estimates for reference only.** Import duty, taxes, exchange rates, road tax, insurance and on-the-road costs depend on official tariffs, currency movements, vehicle inspection outcomes and regulations that change without notice. Catalogue duty values are derived from published manufacturer price lists and may not reflect the value customs assigns to a particular vehicle.
>
> Before making any purchase, pricing or financial decision, verify the figures with the Royal Malaysian Customs Department and other relevant authorities. The Services do not provide financial, tax or legal advice.

4. Your data, your ownership

1. **You own your data.** Everything you enter into or generate with the Services — calculations, quotations, customer details, company profiles, logos, watchlists, catalogues and settings

("Customer Data") — remains your property.

2. **Limited licence to us.** You grant Qedix only the rights needed to host, process, display, back up and transmit Customer Data in order to provide and support the Services to you.
3. **How we use Customer Data.** We use Customer Data only to provide, support, secure and maintain the Services for you, and as required by law. We will not:
   a. sell, rent or trade Customer Data;
   b. disclose Customer Data that identifies you, your staff or your customers to any other customer or third party, except as described in the Privacy Policy;
   c. use Customer Data for advertising, or to contact your customers for any purpose of our own; or
   d. use your identifiable Customer Data, such as your stock list, buying prices, margins, quotations or customer list, to compete with you in buying or selling vehicles.
4. **Aggregated and de-identified data.** Qedix may create aggregated and de-identified data from Customer Data and from use of the Services, such as market price trends, duty and exchange-rate statistics, auction outcome summaries and feature usage ("Aggregated Data"). Aggregated Data does not identify you, your staff, your customers or any individual, and is combined across multiple customers or sources so it cannot reasonably be traced back to you. Qedix owns Aggregated Data and may use it to operate, analyse, improve and develop its products and services, including new products. Qedix will not attempt to re-identify Aggregated Data.
5. **Isolation.** Qedix logically separates Customer Data by organisation and designs, tests and monitors the Services to prevent users of one organisation from accessing another organisation's data. Qedix staff access Customer Data only where needed to support you, investigate a problem you report, or keep the platform secure, and Qedix maintains records of such access.
6. **Export and deletion.** You may export your Customer Data at any time while your subscription is active, and may ask us to delete it. See the Privacy Policy, section 8.

5. Public links you create

The Services let you publish quotation share links and vehicle catalogues that anyone holding the link can open without logging in. When you create such a link:

- you choose what it shows (for example whether prices appear, which cars are included, and how long the link stays valid);
- you are responsible for the accuracy of what it contains and for sharing the link only with people you intend to see it;
- you can revoke or delete a link at any time, after which it stops working;
- Qedix collects limited viewing information for these links (see the Privacy Policy, section 4.4) so that you can see how your customers use them. Each public page displays a short privacy notice to visitors.

6. Third-party data and services

Some features draw on external sources such as auction platforms, vehicle catalogue websites, Bank Negara Malaysia and commercial bank exchange rates, WhatsApp, Telegram and cloud

hosting providers. Qedix does not control these sources and does not guarantee their availability or accuracy.

Where you connect your own third-party credentials (for example an auction platform login), you confirm that you are entitled to use them and to authorise Qedix to access that platform on your behalf, and that doing so is permitted by that platform's terms. You remain responsible for that account. Qedix stores such credentials encrypted, uses them only to perform the actions you request, and does not use them for any other customer. If a third-party platform restricts, suspends or blocks access, whether to your account or to Qedix, Qedix may suspend the related feature without liability, and the features available under your plan may change accordingly.

7. Acceptable use

You agree not to: use the Services unlawfully; attempt to access data or accounts that are not yours; probe, disrupt or overload the Services; resell or sublicense access without our written agreement; extract data in bulk by automated means except through features we provide for that purpose; or upload material that infringes anyone's rights or contains malicious code.

8. Fees, plans and renewals

1. Fees are as stated in your subscription order and are in Malaysian Ringgit unless stated otherwise.
2. Subscriptions are billed in advance for each billing period and renew automatically unless cancelled before the renewal date.
3. We may change fees with at least 30 days' written notice; changes apply from your next renewal.
4. Usage-based items (such as report or spec-list quotas) are as described in your plan.
5. **Taxes.** Fees exclude sales and service tax (SST) and any other applicable taxes, which Qedix will add to invoices where it is required by law to charge them. If the rate of any tax changes, the new rate applies from the date of the change.
6. **Payment and refunds.** Invoices are payable within 14 days of the invoice date. Fees are non-refundable, and closing your account or cancelling during a billing period does not entitle you to a refund for that period, except as stated in sections 14 and 15.3. Cancellation takes effect at the end of the current billing period, and you keep access until then.

9. Availability and support

We aim to keep the Services available at all times but do not guarantee uninterrupted operation. We may carry out maintenance, and will try to give advance notice of planned downtime. Support is available at support@qedix.my during Malaysian business hours.

10. Confidentiality

Each party will keep the other's confidential information confidential and use it only for the purposes of this agreement. Customer Data is your confidential information. This obligation continues after the agreement ends.

11. Intellectual property

The Services, their software, design and documentation belong to Qedix or its licensors. You receive a non-exclusive, non-transferable right to use them for your business during your subscription. Nothing in this agreement transfers ownership of Customer Data to Qedix or of the Services to you.

12. Warranties and liability

1. Qedix warrants that it will provide the Services with reasonable skill and care and in line with the Privacy Policy in Part B.
2. Except as stated in 12.1, the Services are provided "as is". Outputs of the Services are estimates (section 3), and Qedix is not liable for any loss arising from reliance on them, unless the loss is caused by Qedix's failure to meet the warranty in 12.1.
3. **Excluded losses.** Neither party is liable to the other for any indirect or consequential loss, or for loss of profit, revenue, business, goodwill or anticipated savings, however caused. However, the following are treated as direct losses recoverable under 12.5, if they result from Qedix's breach of section 10 (Confidentiality) or Part B: reasonable costs of investigating the incident, notifying affected individuals and the Personal Data Protection Commissioner, and restoring Customer Data from the latest available backup.
4. **General cap.** Subject to 12.5 and 12.6, each party's total liability arising from or in connection with this agreement, in any 12-month period, is limited to the fees paid and payable by the Customer for the Services in the 12 months before the event giving rise to the claim.
5. **Data and confidentiality cap.** Qedix's total liability for breach of section 10 (Confidentiality) or Part B (Privacy Policy) is limited, in aggregate over the life of this agreement, to three times the fees paid and payable by the Customer in the 12 months before the event giving rise to the claim. This amount is separate from, and in addition to, the cap in 12.4.
6. **No limit.** Nothing in this agreement limits or excludes: (a) the Customer's obligation to pay fees; (b) the Customer's liability under section 16 (Customer indemnity); (c) liability for fraud or fraudulent misrepresentation; or (d) any liability that cannot be limited or excluded under Malaysian law.

13. Term, suspension and termination

1. This agreement runs for your subscription period and renews with it.
2. Either party may terminate on written notice if the other materially breaches this agreement and does not remedy the breach within 30 days.
3. We may suspend access immediately where necessary to protect the Services or other customers (for example a security incident or serious misuse), and will tell you why as soon as practicable.
4. On termination your access ends. You will have 30 days to export your Customer Data, after which it is deleted as described in the Privacy Policy, section 7.
5. **Suspension for non-payment.** If any amount is overdue by more than 14 days, Qedix may, after giving at least 7 days' written notice, suspend access to the Services until the amount is paid in full. Suspension does not stop your Customer Data from being retained, and you may still request an export during suspension. If any amount remains overdue for 60 days, Qedix may terminate this agreement on written notice, and section 13.4 applies.

14. Changes to these terms

We may update these terms. We will give at least 30 days' notice of material changes by email or in the Services. If you do not accept a change, you may terminate before it takes effect and receive a pro-rata refund of prepaid fees for the remaining period.

15. General

1. This agreement is governed by the laws of Malaysia, and the courts of Malaysia have exclusive jurisdiction. If any provision is unenforceable, the rest remains in effect. Notices to Qedix should be sent to support@qedix.my; notices to you will be sent to your organisation administrator's registered email.
2. **Assignment.** The Customer may not assign or transfer this agreement without Qedix's written consent. Qedix may assign or transfer this agreement, in whole or in part, to a company it controls, is controlled by or is under common control with, or to a successor to all or substantially all of the business or assets relating to the Services, on written notice to the Customer. The assignee will be bound by this agreement, including Part B.
3. **Force majeure.** Neither party is liable for delay or failure to perform caused by events beyond its reasonable control, including natural disasters, epidemics, war, government action, power or internet outages, and failures of third-party platforms or hosting providers not caused by that party. This clause does not excuse payment obligations. If such an event continues for more than 30 days, either party may terminate on written notice, and the Customer will receive a pro-rata refund of prepaid fees for the remaining period.
4. **Entire agreement.** This agreement, together with the subscription order, is the entire agreement between the parties about the Services and replaces any earlier understanding. If the subscription order conflicts with these terms, the subscription order prevails.

16. Customer indemnity

The Customer will indemnify Qedix against all losses, liabilities, costs and reasonable legal fees arising from any third-party claim, or any action by a third-party platform, that results from: (a) Customer Data, images, logos or other content the Customer uploads or publishes through the Services; (b) the Customer's use of third-party credentials it connects to the Services, including any claim that the Customer was not entitled to authorise that use; or (c) the Customer's breach of section 7 (Acceptable use). Qedix will notify the Customer promptly of any such claim and allow the Customer reasonable control of its defence.

Part B — Privacy Policy

This policy explains what personal data Qedix Smart Solutions Sdn. Bhd. collects through the Services, why, how it is protected, and your rights. It is written to meet the Personal Data Protection Act 2010 (Malaysia), as amended, and its Personal Data Protection Principles. A Bahasa Malaysia version follows this English version.

1. Who is responsible

Qedix Smart Solutions Sdn. Bhd. (Registration No. 202601033936 (1696031-M)) is the data controller for personal data of your organisation's staff and for data we collect directly. For personal data of your customers that you enter into the Services (for example a buyer's name on a quotation), you are the data controller and Qedix acts as your data processor.

As your processor, Qedix will: (a) process that data only to provide the Services and on your documented instructions; (b) apply the security measures in section 6, as required of data processors under the Personal Data Protection Act 2010; (c) ensure staff with access are bound by confidentiality; (d) help you respond to requests from individuals exercising their rights; and (e) delete or return that data at the end of the agreement as described in section 7.

2. What we collect

Category	Details	Why
Account details	Name, email address, phone number, role, organisation, password (stored only as a one-way hash — we cannot read it)	To create and secure your account and contact you about the service
Organisation and company profile	Company name, address, registration number, contact email and phone, logo, watermark, signature and letterhead images, terms text, website link	To brand your quotations, PDFs and public pages
Calculations and quotations	Vehicle make, model, year, price, exchange rates, duty and cost results, and the prepared-by contact you set	To produce your quotes and keep your history for reference
Settings	Fees, rates, tax and cost preferences, PDF layout choices, language	To run the calculator the way you have configured it
Auction and market tools	Watchlist criteria, matched listings, auction reports you request, catalogues you publish	To provide those features
Sign-in devices	Device type and name, sign-in and last-seen times	To let you see and sign out your devices, and to detect misuse
Activity records	Which features were used, when, and technical details of each request (route, result, duration); IP address	Security, troubleshooting, and usage insight for your administrator

Messaging links	Telegram user ID and username, if you connect Telegram for alerts	To send you the alerts you ask for
Enquiries and sign-up requests	Name, company, phone, email and message sent through our contact or sign-up forms; IP address and browser type	To respond to you and prevent spam
Public link viewing	For quotation links and catalogues you publish: view counts, which cars were viewed and for how long, approximate device type and a short-lived session identifier. We do not record visitor IP addresses, names or contact details.	So you can see how customers use your links, and to protect links from abuse

We do not collect payment card details through the Services. We do not knowingly collect data from anyone under 18.

3. Why we use it, and on what basis

- **To provide the Services** you have subscribed to (performance of our contract with you).
- **To keep the Services secure** — authenticating users, detecting unauthorised access, and rate-limiting abuse (our legitimate interest, and yours).
- **To support you** — responding to your requests and investigating problems you report.
- **To send service messages** — such as security notices, changes to terms, or alerts you have switched on. We do not send marketing messages without your consent, and you can withdraw consent at any time.
- **To comply with the law** where we are required to.

We do not use your data for profiling, automated decisions with legal effect, or advertising. We may produce aggregated, de-identified statistics that cannot identify you or any individual, to improve and develop our services.

4. Who can see your data

4.1 Within your organisation

Your organisation's administrators can see the settings, users, activity summaries and data of their own organisation. Agents see their own work and whatever the administrator has shared organisation-wide.

4.2 Other customers

Your data is separated by organisation. Every request is checked against the organisation of the signed-in user, and we test for and monitor against cross-organisation access. Other customers have no permission to see your data.

4.3 Qedix

A small number of Qedix staff (super administrators) can access customer accounts to provide support, manage subscriptions, and keep the platform secure. They do so only when needed, under confidentiality obligations, and we keep records of their access.

4.4 The public

Only what you choose to publish, through a quotation link or catalogue, and only to people holding that link. You control what each link shows and can revoke it.

4.5 Service providers

We use carefully chosen providers to run the Services. They process data only on our instructions and only as needed for their role:

Provider type	What they handle
Cloud hosting and storage (Amazon Web Services, Asia-Pacific region)	Running the Services; storing your data, uploaded images and generated PDFs; backups
Content delivery	Serving your logos and images quickly on public pages
Email delivery	Sending service emails
Messaging (Telegram, WhatsApp)	Delivering alerts you turn on; opening a chat when you or your customers tap a WhatsApp button (WhatsApp then applies its own terms)
Vehicle data sources (auction platforms, catalogue websites)	Fetching listing and price data you request. Search criteria are sent; your personal details are not.
Exchange-rate sources (Bank Negara Malaysia, commercial banks, Royal Malaysian Customs)	Public rates only; no customer data is sent
AI image analysis (optional feature)	Vehicle photos and documents you submit for analysis, processed by a third-party AI model provider (currently Anthropic's Claude, processed in Malaysia). Photos may incidentally show number plates or people. The provider processes them only to return the analysis to us and does not use them to train its models.

4.6 Legal requirements

We may disclose data if required by Malaysian law, a court order or a lawful request from a public authority. Where permitted, we will tell you first.

We never sell, rent or trade personal data, and we never share it with third parties for their own marketing.

5. Where your data is stored

Your data is stored on servers in the Asia-Pacific region operated by our cloud provider. Some service providers, such as messaging providers, may process data outside Malaysia. We transfer personal data outside Malaysia only where permitted by section 129 of the Personal Data Protection Act 2010, for example where it is necessary to provide the Services you have requested, and we take reasonable steps to ensure the recipient protects it, through contract terms, the provider's security certifications and other appropriate safeguards.

6. How we protect it

We maintain technical and organisational security measures appropriate to the nature of the data, as required by the Security Principle of the Personal Data Protection Act 2010. These currently include:

- **Encryption in transit** — all connections to the Services use HTTPS/TLS.
- **Encryption at rest** — stored data and backups are encrypted by our cloud provider; any third-party credentials you connect are additionally encrypted at the application level.
- **Passwords** are stored only as salted one-way hashes. We cannot see them.
- **Access control** — role-based permissions (agent, administrator, Qedix super administrator); each organisation's data is logically separated; sessions can be reviewed and revoked from your settings; a limited number of sign-in devices per account.
- **Public links** are protected by unguessable tokens, optional expiry, one-time-view options, and rate limiting; images on public pages are served through the link that owns them.
- **Abuse prevention** — rate limiting on sign-in, contact forms and public pages; anti-spam measures on forms.
- **Monitoring** — activity logging, and regular review of dependencies and infrastructure.

No system is perfectly secure. If we confirm a personal data breach affecting your organisation's data, we will notify your organisation administrator within 48 hours. Our notice will describe what happened, the data and individuals likely affected, the steps we have taken and recommend, and a contact for further information. We will update you as our investigation progresses and give you the information you reasonably need to meet your own obligations, including notifying the Personal Data Protection Commissioner within 72 hours and affected individuals where required. Where Qedix is the data controller, Qedix will make those notifications itself.

7. How long we keep it

Data	Retention
Account, organisation and settings	For the life of the subscription, then deleted 30 days after termination (allowing time for export)
Calculations, quotations, catalogues, uploads	Same as above, or earlier if you delete them yourself
Public links	Until they expire or you revoke them; expired links stop working immediately
Public link viewing statistics	For as long as the link exists
Sign-in devices and activity records	Up to 12 months, then deleted or anonymised
Enquiries and sign-up requests	Up to 12 months after they are resolved
Backups	Rotated on a fixed schedule; deleted data leaves backups within 35 days
Invoices and subscription records	7 years, as required by Malaysian tax and accounting law

8. Your rights

Under the Personal Data Protection Act 2010 you have the right to:

- **Access** — obtain a copy of the personal data we hold about you;
- **Correct** — have inaccurate or incomplete data corrected;
- **Withdraw consent** — for any processing that relies on consent, such as optional alerts;
- **Limit processing** — including objecting to processing likely to cause you distress;
- **Delete** — ask us to delete your data, subject to legal retention requirements;
- **Data portability** — receive your Customer Data in a commonly used, machine-readable format, or ask us to transmit it to another provider where technically feasible.

Most of these can be done directly in the Services (your profile, settings, devices, history and catalogues). For anything else, email support@qedix.my. We respond within 21 days. We will verify your identity before acting, and there is no fee unless the law allows one. You may also complain to the Personal Data Protection Commissioner of Malaysia.

9. Cookies and local storage

The Services use only strictly necessary browser storage: your sign-in session, your language and display preferences, and drafts of unsaved work. We do not use advertising or cross-site tracking cookies. Public quotation and catalogue pages use a short-lived session identifier so that one-time links can expire correctly.

10. Changes to this policy

If we change this policy in a way that affects how your data is used, we will notify your organisation administrator by email or in the Services at least 30 days before the change takes effect. The current version is always available in the Services and at qedix.my.

11. Contact

Qedix Smart Solutions Sdn. Bhd.
Registration No. 202601033936 (1696031-M)
Data protection contact: **support@qedix.my**
Website: qedix.my

12. Language

This Privacy Policy is available in English and Bahasa Malaysia. If there is any inconsistency between the two versions, the English version prevails, to the extent permitted by law.

Bahagian B — Dasar Privasi

Dasar ini menerangkan data peribadi yang dikumpul oleh Qedix Smart Solutions Sdn. Bhd. ("Qedix") melalui Perkhidmatan, sebab ia dikumpul, cara ia dilindungi, dan hak anda. Dasar ini disediakan selaras dengan Akta Perlindungan Data Peribadi 2010 (Malaysia), sebagaimana dipinda, dan Prinsip-Prinsip Perlindungan Data Peribadi di bawahnya.

1. Pihak yang bertanggungjawab

Qedix Smart Solutions Sdn. Bhd. (No. Pendaftaran 202601033936 (1696031-M)) ialah pengawal data bagi data peribadi kakitangan organisasi anda dan bagi data yang kami kumpul secara langsung. Bagi data peribadi pelanggan anda yang anda masukkan ke dalam Perkhidmatan (contohnya nama pembeli pada sebut harga), anda ialah pengawal data dan Qedix bertindak sebagai pemproses data anda.

Sebagai pemproses anda, Qedix akan: (a) memproses data tersebut hanya untuk menyediakan Perkhidmatan dan mengikut arahan anda yang didokumenkan; (b) melaksanakan langkah keselamatan dalam seksyen 6, sebagaimana dikehendaki daripada pemproses data di bawah Akta Perlindungan Data Peribadi 2010; (c) memastikan kakitangan yang mempunyai akses terikat dengan kewajipan kerahsiaan; (d) membantu anda menjawab permintaan individu yang melaksanakan hak mereka; dan (e) memadam atau memulangkan data tersebut apabila perjanjian tamat seperti yang diterangkan dalam seksyen 7.

2. Data yang kami kumpul

Kategori	Butiran	Tujuan
Butiran akaun	Nama, alamat e-mel, nombor telefon, peranan, organisasi, kata laluan (disimpan hanya sebagai cincangan sehala — kami tidak dapat membacanya)	Untuk mewujudkan dan melindungi akaun anda serta menghubungi anda tentang perkhidmatan
Profil organisasi dan syarikat	Nama syarikat, alamat, nombor pendaftaran, e-mel dan telefon untuk dihubungi, logo, tera air, imej tandatangan dan kepala surat, teks terma, pautan laman web	Untuk menjenamakan sebut harga, PDF dan halaman awam anda
Pengiraan dan sebut harga	Buatan, model, tahun dan harga kenderaan, kadar pertukaran, keputusan duti dan kos, serta butiran hubungan "disediakan oleh" yang anda tetapkan	Untuk menghasilkan sebut harga anda dan menyimpan sejarahnya sebagai rujukan
Tetapan	Pilihan yuran, kadar, cukai dan kos, pilihan susun atur PDF, bahasa	Untuk menjalankan kalkulator mengikut konfigurasi anda
Alat lelongan dan pasaran	Kriteria senarai pantau, senarai yang sepadan, laporan lelongan yang anda minta, katalog yang anda terbitkan	Untuk menyediakan ciri-ciri tersebut

Peranti log masuk	Jenis dan nama peranti, masa log masuk dan masa terakhir dilihat	Supaya anda boleh melihat dan mengelog keluar peranti anda, dan untuk mengesan salah guna
Rekod aktiviti	Ciri yang digunakan, masa penggunaan, dan butiran teknikal setiap permintaan (laluan, keputusan, tempoh); alamat IP	Keselamatan, penyelesaian masalah, dan maklumat penggunaan untuk pentadbir anda
Pautan pemesejan	ID pengguna dan nama pengguna Telegram, jika anda menyambungkan Telegram untuk makluman	Untuk menghantar makluman yang anda minta
Pertanyaan dan permohonan pendaftaran	Nama, syarikat, telefon, e-mel dan mesej yang dihantar melalui borang hubungan atau pendaftaran kami; alamat IP dan jenis pelayar	Untuk membalas anda dan mencegah spam
Tontonan pautan awam	Bagi pautan sebut harga dan katalog yang anda terbitkan: bilangan tontonan, kereta yang dilihat dan tempohnya, anggaran jenis peranti dan pengecam sesi jangka pendek. Kami tidak merekod alamat IP, nama atau butiran hubungan pelawat.	Supaya anda dapat melihat cara pelanggan menggunakan pautan anda, dan untuk melindungi pautan daripada penyalahgunaan

Kami tidak mengumpul butiran kad pembayaran melalui Perkhidmatan. Kami tidak dengan sengaja mengumpul data daripada sesiapa yang berumur bawah 18 tahun.

3. Tujuan dan asas penggunaan

- **Untuk menyediakan Perkhidmatan** yang anda langgan (pelaksanaan kontrak kami dengan anda).
- **Untuk memastikan keselamatan Perkhidmatan** — mengesahkan pengguna, mengesan akses tanpa kebenaran dan mengehadkan kadar penyalahgunaan (kepentingan sah kami, dan anda).
- **Untuk menyokong anda** — menjawab permintaan anda dan menyiasat masalah yang anda laporkan.
- **Untuk menghantar mesej perkhidmatan** — seperti notis keselamatan, perubahan terma atau makluman yang anda aktifkan. Kami tidak menghantar mesej pemasaran tanpa persetujuan anda, dan anda boleh menarik balik persetujuan pada bila-bila masa.
- **Untuk mematuhi undang-undang** apabila kami dikehendaki berbuat demikian.

Kami tidak menggunakan data anda untuk pemprofilan, keputusan automatik yang mempunyai kesan undang-undang, atau pengiklanan. Kami boleh menghasilkan statistik agregat dan dinyahkenal pasti yang tidak dapat mengenal pasti anda atau mana-mana individu, untuk menambah baik dan membangunkan perkhidmatan kami.

4. Siapa yang boleh melihat data anda

4.1 Dalam organisasi anda

Pentadbir organisasi anda boleh melihat tetapan, pengguna, ringkasan aktiviti dan data organisasi mereka sendiri. Ejen melihat kerja mereka sendiri dan apa-apa yang dikongsi oleh pentadbir di peringkat organisasi.

4.2 Pelanggan lain

Data anda diasingkan mengikut organisasi. Setiap permintaan disemak berdasarkan organisasi pengguna yang log masuk, dan kami menguji serta memantau untuk mencegah akses merentas organisasi. Pelanggan lain tidak mempunyai kebenaran untuk melihat data anda.

4.3 Qedix

Sebilangan kecil kakitangan Qedix (pentadbir super) boleh mengakses akaun pelanggan untuk memberikan sokongan, menguruskan langganan dan menjaga keselamatan platform. Mereka berbuat demikian hanya apabila perlu, tertakluk kepada kewajipan kerahsiaan, dan kami menyimpan rekod akses mereka.

4.4 Orang awam

Hanya apa yang anda pilih untuk diterbitkan melalui pautan sebut harga atau katalog, dan hanya kepada orang yang memegang pautan tersebut. Anda mengawal apa yang dipaparkan oleh setiap pautan dan boleh membatalkannya.

4.5 Penyedia perkhidmatan

Kami menggunakan penyedia yang dipilih dengan teliti untuk menjalankan Perkhidmatan. Mereka memproses data hanya mengikut arahan kami dan hanya setakat yang diperlukan untuk peranan mereka:

Jenis penyedia	Data yang dikendalikan
Pengehosan dan storan awan (Amazon Web Services, rantau Asia Pasifik)	Menjalankan Perkhidmatan; menyimpan data anda, imej yang dimuat naik dan PDF yang dijana; sandaran
Penghantaran kandungan	Menyampaikan logo dan imej anda dengan pantas pada halaman awam
Penghantaran e-mel	Menghantar e-mel perkhidmatan
Pemesejan (Telegram, WhatsApp)	Menghantar makluman yang anda aktifkan; membuka sembang apabila anda atau pelanggan anda menekan butang WhatsApp (WhatsApp kemudiannya menggunakan termanya sendiri)
Sumber data kenderaan (platform lelongan, laman web katalog)	Mendapatkan data senarai dan harga yang anda minta. Kriteria carian dihantar; butiran peribadi anda tidak dihantar.

Sumber kadar pertukaran (Bank Negara Malaysia, bank perdagangan, Jabatan Kastam Diraja Malaysia)	Kadar awam sahaja; tiada data pelanggan dihantar
Analisis imej AI (ciri pilihan)	Foto dan dokumen kenderaan yang anda hantar untuk analisis, diproses oleh penyedia model AI pihak ketiga (pada masa ini Claude oleh Anthropic, diproses di Malaysia). Foto mungkin secara kebetulan menunjukkan nombor pendaftaran atau orang. Penyedia memprosesnya hanya untuk memulangkan analisis kepada kami dan tidak menggunakannya untuk melatih model mereka.

4.6 Keperluan undang-undang

Kami boleh mendedahkan data jika dikehendaki oleh undang-undang Malaysia, perintah mahkamah atau permintaan sah daripada pihak berkuasa awam. Jika dibenarkan, kami akan memaklumkan anda terlebih dahulu.

Kami tidak sekali-kali menjual, menyewakan atau memperdagangkan data peribadi, dan tidak sekali-kali berkongsinya dengan pihak ketiga untuk tujuan pemasaran mereka sendiri.

5. Tempat data anda disimpan

Data anda disimpan pada pelayan di rantau Asia Pasifik yang dikendalikan oleh penyedia awan kami. Sesetengah penyedia perkhidmatan, seperti penyedia pemesejan, mungkin memproses data di luar Malaysia. Kami memindahkan data peribadi ke luar Malaysia hanya apabila dibenarkan oleh seksyen 129 Akta Perlindungan Data Peribadi 2010, contohnya apabila perlu untuk menyediakan Perkhidmatan yang anda minta. Kami mengambil langkah munasabah untuk memastikan penerima melindungi data tersebut, melalui terma kontrak, pensijilan keselamatan penyedia dan perlindungan lain yang sesuai.

6. Cara kami melindungi data anda

Kami melaksanakan langkah keselamatan teknikal dan organisasi yang sesuai dengan sifat data, sebagaimana dikehendaki oleh Prinsip Keselamatan di bawah Akta Perlindungan Data Peribadi 2010. Langkah-langkah ini pada masa ini termasuk:

- **Penyulitan semasa penghantaran** — semua sambungan ke Perkhidmatan menggunakan HTTPS/TLS.
- **Penyulitan semasa penyimpanan** — data dan sandaran yang disimpan disulitkan oleh penyedia awan kami; kelayakan pihak ketiga yang anda sambungkan turut disulitkan di peringkat aplikasi.
- **Kata laluan** disimpan hanya sebagai cincangan sehala bergaram. Kami tidak dapat melihatnya.
- **Kawalan akses** — kebenaran berasaskan peranan (ejen, pentadbir, pentadbir super Qedix); data setiap organisasi diasingkan secara logik; sesi boleh disemak dan dibatalkan daripada tetapan anda; bilangan peranti log masuk bagi setiap akaun adalah terhad.
- **Pautan awam** dilindungi oleh token yang tidak dapat diteka, tarikh luput pilihan, pilihan tontonan sekali sahaja dan pengehadan kadar; imej pada halaman awam disampaikan melalui pautan yang memilikinya.

- **Pencegahan penyalahgunaan** — pengehadan kadar pada log masuk, borang hubungan dan halaman awam; langkah anti-spam pada borang.
- **Pemantauan** — pengelogan aktiviti, dan semakan berkala ke atas kebergantungan perisian dan infrastruktur.

Tiada sistem yang selamat sepenuhnya. Jika kami mengesahkan pelanggaran data peribadi yang menjejaskan data organisasi anda, kami akan memaklumkan pentadbir organisasi anda dalam tempoh 48 jam. Notis kami akan menerangkan apa yang berlaku, data dan individu yang mungkin terjejas, langkah yang telah kami ambil dan syorkan, serta pihak untuk dihubungi bagi maklumat lanjut. Kami akan mengemas kini anda sepanjang siasatan dan memberikan maklumat yang munasabah diperlukan untuk anda memenuhi kewajipan anda sendiri, termasuk memaklumkan Pesuruhjaya Perlindungan Data Peribadi dalam tempoh 72 jam dan individu yang terjejas apabila dikehendaki. Jika Qedix ialah pengawal data, Qedix akan membuat pemberitahuan tersebut sendiri.

7. Tempoh penyimpanan data

Data	Tempoh penyimpanan
Akaun, organisasi dan tetapan	Sepanjang tempoh langganan, kemudian dipadam 30 hari selepas penamatan (memberi masa untuk eksport)
Pengiraan, sebut harga, katalog, muat naik	Sama seperti di atas, atau lebih awal jika anda memadamnya sendiri
Pautan awam	Sehingga tamat tempoh atau anda membatalkannya; pautan yang tamat tempoh berhenti berfungsi serta-merta
Statistik tontonan pautan awam	Selagi pautan wujud
Peranti log masuk dan rekod aktiviti	Sehingga 12 bulan, kemudian dipadam atau dinyahnamakan
Pertanyaan dan permohonan pendaftaran	Sehingga 12 bulan selepas diselesaikan
Sandaran	Diputar mengikut jadual tetap; data yang dipadam dikeluarkan daripada sandaran dalam tempoh 35 hari
Invois dan rekod langganan	7 tahun, sebagaimana dikehendaki oleh undang-undang cukai dan perakaunan Malaysia

8. Hak anda

Di bawah Akta Perlindungan Data Peribadi 2010, anda berhak untuk:

- **Akses** — mendapatkan salinan data peribadi yang kami simpan tentang anda;
- **Pembetulan** — membetulkan data yang tidak tepat atau tidak lengkap;
- **Menarik balik persetujuan** — bagi apa-apa pemprosesan yang bergantung pada persetujuan, seperti makluman pilihan;
- **Mengehadkan pemprosesan** — termasuk membantah pemprosesan yang mungkin menyebabkan kesusahan kepada anda;

- **Pemadaman** — meminta kami memadam data anda, tertakluk kepada keperluan penyimpanan di bawah undang-undang;
- **Kemudahalihan data** — menerima Data Pelanggan anda dalam format yang biasa digunakan dan boleh dibaca mesin, atau meminta kami memindahkannya kepada penyedia lain jika boleh dilaksanakan secara teknikal.

Kebanyakan hak ini boleh dilaksanakan terus dalam Perkhidmatan (profil, tetapan, peranti, sejarah dan katalog anda). Bagi perkara lain, sila e-mel support@qedix.my. Kami akan membalas dalam tempoh 21 hari. Kami akan mengesahkan identiti anda sebelum bertindak, dan tiada fi dikenakan melainkan dibenarkan oleh undang-undang. Anda juga boleh membuat aduan kepada Pesuruhjaya Perlindungan Data Peribadi Malaysia.

9. Kuki dan storan setempat

Perkhidmatan hanya menggunakan storan pelayar yang benar-benar diperlukan: sesi log masuk anda, pilihan bahasa dan paparan anda, serta draf kerja yang belum disimpan. Kami tidak menggunakan kuki pengiklanan atau penjejakan merentas laman. Halaman sebut harga dan katalog awam menggunakan pengecam sesi jangka pendek supaya pautan sekali guna boleh tamat tempoh dengan betul.

10. Perubahan kepada dasar ini

Jika kami mengubah dasar ini dengan cara yang menjejaskan penggunaan data anda, kami akan memaklumkan pentadbir organisasi anda melalui e-mel atau dalam Perkhidmatan sekurang-kurangnya 30 hari sebelum perubahan berkuat kuasa. Versi semasa sentiasa tersedia dalam Perkhidmatan dan di qedix.my.

11. Hubungi kami

Qedix Smart Solutions Sdn. Bhd.
No. Pendaftaran 202601033936 (1696031-M)
Hubungan perlindungan data: **support@qedix.my**
Laman web: qedix.my

12. Bahasa

Dasar Privasi ini tersedia dalam bahasa Inggeris dan Bahasa Malaysia. Sekiranya terdapat sebarang percanggahan antara kedua-dua versi, versi bahasa Inggeris hendaklah diguna pakai, setakat yang dibenarkan oleh undang-undang.

Signed for Qedix Smart Solutions Sdn. Bhd.	Accepted for the Customer
Name / Position / Date	Name / Position / Date

Version 1.0 — effective 1 October 2026. This document is provided as a reference agreement and does not constitute legal advice; Qedix recommends that both parties seek independent legal review before signing.