

PRIVACY POLICY

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from www.oneplustwo.my (the "Site"). By using this Site, you expressly consent to (i) the use of your personal data and (ii) processing of your personal information by ONE PLUS TWO on the condition that they will keep such information confidential in accordance to the law of Malaysia; (iii) the collection of your personal information from any other source to supplement the personal information which ONE PLUS TWO has about you; (iv) the retention of your personal information for as long as permitted for legal, regulatory, fraud prevention and marketing purposes unless otherwise notified by you; (v) the use of your personal information to send you information about products, services, and special offers of the ONE PLUS TWO that may be of interest or value to you.

Disclosure of information

One of our core principles states that your data will be treated with confidentiality. We will not sell your data to third parties. If required by law your data may be disclosed to third parties. If required due to business requirements and provided that it is allowed under applicable law. In all other cases, data will not be transferred without obtaining your prior consent.

We may use service providers and data processors working on behalf of ONE PLUS TWO. The services can include hosting and maintenance services, analysis services, e-mail messaging services, delivery services, handling of payment transactions, solvency check and address check, etc. These third parties are granted access to such personal data they require in order to be able to carry out the particular service. The service providers and data processors are contractually obliged to treat such information in the strictest confidence. It is also contractually forbidden for them to use the data in any other way than required. The necessary steps are taken to ensure that our service providers and the processors working on behalf of ONE PLUS TWO protect the confidentiality of your data.

There may be occasions on which we disclose non-personal data to our partners in an anonymised form. Such non-personal data includes, for example, information about the number of visitors to a website or a (mobile) application during a certain period of time. Such information is generally only disclosed in a 'bundled' form.

Your rights

If you provide us with personal data via our websites or other channels, this is done on an entirely voluntary basis and with the granting of your consent for it to be used in accordance with the provisions of this Privacy Notice. If you choose not to provide requested information, various customer benefits may not be available. In certain cases, only those people that have submitted the necessary personal data to us are able to order products, use certain services and in other ways avail themselves of the activities and offers available on our website and our (mobile) applications. As transparency and fair play are particularly important issues for us, we provide various options, depending on the exact circumstances, in order to help you retain control over your data. These options may include the possibility of displaying and editing your data online. It may also be possible to unsubscribe from services or delete user accounts or to receive information about the data held.

Personal Information We Collect

When you visit the Site, we automatically collect certain information about your device,

including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically collected information as “Device Information.”

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

Additionally when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information, email address, and phone number. We refer to this information as “Order Information.”

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

How Do We Use Your Personal Information?

We use the Order Information that we collect generally to fulfil any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

Communicate with you; Screen our orders for potential risk or fraud; and when in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

Sharing Your Personal Information

We share your Personal Information with third parties to help us use your Personal Information, as described above. We also use Google Analytics to help us understand how our customers use the Site. The services can include hosting and maintenance services, analysis services, e-mail messaging services, delivery services, handling of payment transactions, solvency check and address check, etc.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights. In all other cases, data will not be transferred without obtaining your prior consent.

Behavioural Advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you.

Data Retention

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

Minors

The Site is not intended for individuals under the age of 18 years.

Changes To This Policy

ONE PLUS TWO has pledged to adhere to the fundamental principles of Data Protection and considers this Privacy Policy as being binding in nature. We therefore regularly review our Privacy Policy in order to ensure that it is free of errors, is clearly visible on our website, contains all the required information, is implemented in full, and is compliant with the Data Protection principles. We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

Contact Us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at oneplustwo.my@gmail.com.