

# IP ServerOne Solutions Sdn Bhd

## PRIVACY NOTICE - ENGLISH VERSION

Effective Date: **2010**

*Last Updated: 1st June 2025*

Location	Contact Us
<b>IP ServerOne Solutions Sdn. Bhd.</b> (200701042108) Unit 21-03, Level 21, IMAZIUM, No. 8, Jalan SS21/37, Damansara Uptown, 47400 Petaling Jaya, Selangor.	<b>03-2026 1688</b> <a href="mailto:cs@ipserverone.com">cs@ipserverone.com</a>
IP ServerOne: We Host Better.	<a href="http://www.ipserverone.com">www.ipserverone.com</a>

## 1. INTRODUCTION

This Privacy Notice explains how IP ServerOne Solutions Sdn Bhd ("**we**", "**us**", "**our**") processes your personal data in accordance with the Personal Data Protection Act 2010 (Act 709) and Personal Data Protection (Amendment) Act 2024 (Act A1727) of Malaysia ("**the PDPA**").

## 2. DATA CONTROLLER INFORMATION

We are **IP ServerOne Solutions Sdn Bhd**, a company with registration number 200701042108. Our registered business address is Unit 21-03, Level 21, IMAZIUM, No. 8, Jalan SS21/37, Damansara Uptown, 47400 Petaling Jaya, Selangor Darul Ehsan, and you can contact us via email at [cs@ipserverone.com](mailto:cs@ipserverone.com) or by telephone at +603-2026-1688. We have appointed Lee Cheung Loong as our Data Protection Officer ("DPO") to oversee compliance with the PDPA and to handle data protection related matters. We have collected and will continue to collect your personal data, which will be processed by us and/or on your behalf during your present or future dealings with us, your personal data enables us to achieve the "Purpose" herein that is in connection with our business.

## 3. PERSONAL DATA WE COLLECT

We collect personal data necessary for providing our IT services and operating our business. This includes: (i) contact and identity information such as names, email addresses, phone numbers, addresses, job titles, and company details, (ii) technical information including IP addresses, browser details, device information, and usage analytics, (iii) service-related data such as account credentials, service configurations, support communications, (iv) billing information, and usage statistics, communications data including newsletter preferences and marketing consent records, and (v) sensitive personal data specifically biometric data, which we only collect with your explicit consent for specific security requirements.

## 4. HOW WE COLLECT YOUR DATA

We collect your personal data directly through the following methods, (i) directly through service registration, website forms, customer portal, live chat, communications, and support interactions, (ii) automatically through cookies, system monitoring, and analytics technologies, and (iii) from Third Parties such as business partners, public databases, and social media platforms.

## 5. PURPOSES OF DATA PROCESSING

We process your personal data for the following purposes, (i) to provide our IT services including technical support and billing, (ii) to manage our business operations and customer relationships

related to these activities, (iii) to send service updates and with your consent marketing communications, and (iv) to comply with legal obligations, including fraud prevention and regulatory reporting.

## 6. DISCLOSURE OF PERSONAL DATA

We may share your personal data with our service providers and vendors; attestation and certification bodies, government agencies when required by law; and professional advisors as necessary for business operations. During business transfers such as mergers or acquisitions, personal data may be transferred with the relevant business assets. All recipients are contractually obligated to maintain adequate data protection standards. Furthermore, we ensure through written agreements that any data processors we engage provide adequate security guarantees and comply with PDPA requirements.

## 7. INTERNATIONAL DATA TRANSFERS

If you request transfer of your personal data to a specific international destination, you are responsible for verifying the adequacy of data protection standards in that location. We remain responsible for ensuring transmission of the data. When we recommend the use of an international service providers, we ensure both the secure transmission of your data, and the destinations provides a level of data protection standards equivalent to the standards mandated by the Malaysian PDPA. This equivalence is established through recognized safeguards, such as: adequacy decisions by relevant authorities; Standard Contractual Clauses, Binding Corporate Rules, or where applicable, obtaining your explicit consent.

## 8. DATA RETENTION

We retain personal data only for as long as reasonably required for legitimate business purposes, until withdrawal of consent, or upon request for deletion, whichever occurs first. Data subject to legal retention requirements will be kept for the period mandated by any applicable law. Once retention is no longer necessary for the original purpose or legally required, all personal data is securely deleted or anonymized.

## 9. YOUR RIGHTS UNDER PDPA

You have the right to:

**Access:** Request copies of your personal data held by us and information about our processing activities concerning that data.

**Correction:** Request correction of inaccurate and completion of incomplete personal data without due delay.

**Data Portability:** Request transfer of your personal data, which you provided to us, to another service provider in a structured, commonly used, and machine-readable format (This right applies where processing is based on your consent or contract performance and is subjected to technical feasibility).

**Withdrawal of Consent:** Withdraw consent for processing at any time, where consent is the legal basis. Withdrawal does not affect the lawfulness of processing based on consent before its withdrawal. **Prevention of Processing:** Object at any time to processing of your personal data for direct marketing, and object to processing based on our legitimate interest relating to your particular situation. We will cease processing unless we demonstrate compelling legitimate grounds overriding your interest, or for legal claims.

## 10. DATA SECURITY AND BREACH NOTIFICATION

We implement appropriate technical and organizational security measures commensurate with the risk including (i) encryption of data both in transit and at rest, (ii) secure access controls enforced by multi-factor authentication, (iii) regular security updates and patches, (iv) intrusion detection systems, (v) secure backup and disaster recovery, (vi) employee training on data protection, (vii) strict access authorization procedures, (viii) regular security audits, incident response procedures, (ix) and vendor security assessments for third-party processors.

In the event of a confirmed personal data breach likely to result in a risk to individual's rights, we will notify the Personal Data Protection Commissioner within 72 hours, providing all required details and notify affected individuals without undue delay where the breach is likely to result in a high risk to their rights which will include (i) the nature of the personal data breach, (ii) the likely consequences of the breach (if any), (iii) the measures taken to address and mitigate its potential adverse effect, (iv) the implementation of measures to contain the breach, mitigate its impact, and prevent recurrence.

## 11. USE OF COOKIES

Our website uses cookies for essential operations, performance and analytics, user preference storage, and security purposes. While, you can manage cookie preferences through your browser settings, disable cookies may impair critical functionality and certain website features may not operate correctly.

## 12. THIRD-PARTY LINKS

Our website contains links to third-party websites. These sites operate independently, and we assume no responsibility for their content or privacy practices. We strongly advise reviewing their private policies before submitting personal information.

### 13. CHANGES TO THIS NOTICE

We may update this Privacy Notice to reflect (a) changes to our service or business operation, (b) evolving legal or regulatory requirement, (c) improvement to our data handling practices. Material changes will be communicated via website notification, direct mail alerts (where applicable) or service announcements within our platform. The date of this notice indicates the latest revision date.

### 14. COMPLAINTS AND CONTACT INFORMATION

Data Protection Officer: Lee Cheung Loong

Email: [legal@ipserverone.com](mailto:legal@ipserverone.com)

Phone: 03-2026-1688

### 15. ACKNOWLEDGEMENT AND CONSENT

By accessing our website, you (a) confirm having read and understood this Privacy Notice, (b) explicitly consent to the collection, use, processing and disclosure of your personal data as detailed herein, (c) individuals under 18 years must obtain verified parental or legal guardian consent prior to submitting personal data, and continued service usage after post modifications to this Privacy Notice constitutes binding acceptance of all revised terms. The effective date reflects the most current version.

### 16. GENERAL LEGAL INFORMATION

**Compliance:** This Privacy Notice complies with (a) Malaysia's Personal Data Protection Act 2010 and (b) Personal Data Protection (Amendment) Act 2024 (Act A1727).

**Limitations:** We implement industry-standard security measures, absolute data security cannot be guaranteed across transmission networks. This Notice expressly excludes third-party services not under our direct control and publicly available information.

**Governing Law:** This Notice is governed under the Malaysian law, and English language version shall prevail in any jurisdiction interpretation.

*Document Classification: Public*

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