

Privacy Policy

1. Introduction

1.1 Purpose

Hengman Solutions Sdn. Bhd. ("Company," "we," "us," or "our") values your privacy and is committed to safeguarding your personal information. This Privacy Policy describes the types of information we collect, how we use, disclose, and protect it, and your rights regarding your information when you visit our website, use our services, or engage with us through any online or offline channels.

1.2 Scope

This Privacy Policy applies to all personal data collected, processed, and stored by **Hengman Solutions**, whether through our website, mobile applications, online platforms, customer support channels, or any other digital or physical means.

2. Information We Collect

2.1 Personal Data

We may collect the following personal data:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Business Information:** Company name, job title, and related details.
- **Financial Information:** Payment details, billing information, and transaction records.
- **Identification Information:** Identification documents, if required for verification.
- **Communications:** Any messages, emails, or other correspondence with us.

2.2 Non-Personal Data

We may collect non-personal data automatically, including:

- **Technical Data:** IP address, browser type, operating system, and device information.
- **Usage Data:** Pages visited, time spent on our website, and navigation patterns.

2.3 Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies may be categorized as:

- **Necessary Cookies:** Essential for website functionality, such as login sessions and security.
- **Optional Cookies:** Used for analytics, advertising, and personalization, including third-party cookies (e.g., Google Analytics, Facebook Pixel).
- **Performance Cookies:** Track user behavior and help us improve website performance.
- **Functional Cookies:** Remember user preferences and enhance site usability.

You can manage your cookie preferences through our Cookie Settings page or directly via your browser settings. For more details, please refer to our separate **Cookie Policy**.

3. How We Use Your Information

3.1 Service Delivery

We use your personal data to:

- Provide and manage our services.
- Process payments and issue invoices.
- Respond to your inquiries and provide customer support.

- Personalize and improve our website experience.

3.2 Communication

We may use your contact information to:

- Send you updates, blogs, marketing materials via email, SMS, or social media (with your consent).
- Respond to your feedback, inquiries, or complaints.

3.3 Legal Compliance

We may process your data to comply with legal obligations, including fraud prevention and regulatory reporting.

3.4 Improvement of Services

We may use non-personal data to:

- Monitor and improve our website's performance.
- Conduct data analysis and research.

4. Disclosure of Your Information

4.1 Third-Party Service Providers

We may share your data with trusted third-party service providers who assist us in delivering our services. These providers are contractually obligated to maintain the confidentiality and security of your information.

4.2 Legal Requirements

We may disclose your data if required by law, such as in response to a court order, subpoena, or other legal processes.

4.3 Business Transfers

If we undergo a merger, acquisition, or sale of all or part of our business, your data may be transferred to the new owner. We will notify you of any changes to data ownership.

4.4 Protection of Rights

We may disclose your data to protect our rights, enforce our Terms and Conditions, or investigate any potential violations.

5. Data Security

5.1 Security Measures

We use appropriate technical and organizational measures, including encryption and secure servers, to protect your personal data against unauthorized access, loss, or damage.

5.2 Limited Access

Access to your personal data is restricted to authorized personnel who require it for service delivery.

5.3 Data Breach Notification

In the event of a data breach, we will notify affected individuals and take appropriate remedial actions.

6. Data Retention

6.1 Retention Period

We will retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.

6.2 Data Deletion and Anonymization

- Upon request, we will delete or anonymize your personal data unless we are legally obligated to retain it.
- If deletion is not possible (e.g., due to backup archives), we will securely isolate your data and prevent any further processing until deletion is possible.
- You may request data deletion by contacting us using the details in the "Contact Information" section.

7. Your Data Protection Rights

7.1 Access and Correction

You have the right to access, update, or correct your personal data held by us.

7.2 Data Portability

You may request a copy of your personal data in a structured, commonly used, and machine-readable format.

7.3 Restriction and Objection

You may request to restrict or object to the processing of your data, except where processing is required for our legitimate interests or legal compliance.

7.4 Withdrawal of Consent

Where processing is based on your consent, you may withdraw your consent at any time without affecting the lawfulness of processing based on consent before its withdrawal.

7.5 Right to Complain

If you believe your data protection rights have been violated, you may file a complaint with the Malaysian Personal Data Protection Department (PDPA) or your local data protection authority.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page. Regularly review this Privacy Notice to stay updated on how we protect your information.

9. Contact Information

If you have any questions or concerns regarding this Privacy Policy or your data protection rights, please contact us at:

Hengman Solutions Sdn. Bhd.

Email: hengbusiness@gmail.com

Phone: +60 16-220 0123