

# Privacy Policy

## 1. Introduction

At Sequ Offshore Safety Sdn. Bhd. (Company No. 19970100X712 / 416208-P), we respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you interact with our website or contact us.

We handle all personal data in accordance with the **Personal Data Protection Act 2010 (Malaysia)**.

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## 2. Personal Data We Collect

We may collect personal information that you voluntarily provide to us, including but not limited to:

- Name
- Email address
- Contact number
- Company or organisation name
- Any information you include in your enquiry or message

### Website Usage Data

When you visit our website, we may automatically collect certain technical information, including:

- IP address
- Browser type and version
- Device information
- Pages visited and time spent on our website
- Referring website addresses

This information is collected through cookies and similar technologies (see Section 9 below).

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## 3. How We Use Your Personal Data

Your personal data is collected and used for legitimate business purposes, including:

- Responding to enquiries and requests
- Providing information about our training programmes and services
- Communicating with you regarding your enquiry
- Internal record keeping and service improvement
- Analysing website usage to improve user experience
- Complying with legal and regulatory obligations

We process your personal data based on the following legal grounds:

- Your consent (where you have provided it)
- Legitimate interests in operating our business and providing services
- Legal obligations under Malaysian law

We do not sell, rent, or trade your personal data.

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## 4. Disclosure of Personal Data

Your personal data will be kept confidential and will not be disclosed to third parties without your consent, except in the following circumstances:

- Where required by law or regulatory authorities
- To trusted service providers who assist us in operating our website or conducting our business (e.g., email service providers, cloud storage providers), provided they agree to keep this information confidential
- To protect our rights, property, or safety, or that of our users or the public

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## 5. International Data Transfers

Some of our service providers may be located outside Malaysia (for example, cloud storage or email service providers). When we transfer your personal data internationally, we ensure appropriate safeguards are in place to protect your information in accordance with the Personal Data Protection Act 2010.

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## 6. Data Storage and Security

We take reasonable technical and organisational measures to ensure that your personal data is stored securely and protected against unauthorised access, disclosure, alteration, or misuse.

### Data Retention

Your personal data is retained only for as long as necessary to fulfil the purposes for which it was collected:

- Enquiry and contact form data: Retained for up to 2 years from your last interaction with us
- Email correspondence: Retained for up to 2 years unless required longer for legal or regulatory purposes
- Website usage data: Typically retained for up to 12 months

You may request deletion of your data at any time (see Section 7 below).

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## 7. Your Rights

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

- **Access** – Request access to your personal data
- **Correction** – Request correction of inaccurate or incomplete data
- **Withdrawal of Consent** – Withdraw consent for us to use your personal data (where consent is the legal basis for processing)
- **Limit Processing** – Request that we limit how we use your data
- **Data Portability** – Request a copy of your data in a structured format

To exercise these rights, please contact us using the details in Section 10 below. We will respond to your request within 21 days.

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## 8. Complaints

If you are not satisfied with how we have handled your personal data or your data protection request, you have the right to lodge a complaint with:

**Personal Data Protection Commissioner**

Department of Personal Data Protection

Ministry of Communications and Digital

Email: [pdp@kkmm.gov.my](mailto:pdp@kkmm.gov.my)

Website: [www.pdp.gov.my](http://www.pdp.gov.my)

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## 9. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience and analyse website traffic.

**What are cookies?**

Cookies are small text files stored on your device when you visit a website. They help us remember your preferences and understand how you use our site.

**Types of cookies we use:**

- **Essential cookies** – Required for the website to function properly
- **Analytics cookies** – Help us understand how visitors interact with our website (e.g., Google Analytics)

You can control cookie settings through your browser. However, disabling cookies may affect your ability to use certain features of our website.

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## 10. Contact Us

If you have any questions about this Privacy Policy or how your personal data is handled, or if you wish to exercise your rights, please contact us at:

**Sequ Offshore Safety Sdn. Bhd.**

Email: [sequ@offshoresafety.com.my](mailto:sequ@offshoresafety.com.my)

## 11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any changes will be reflected on this page with an updated effective date.

We encourage you to review this policy periodically to stay informed about how we protect your information.