

PERSONAL DATA PROTECTION NOTICE

(Effective date: 1st January 2026)

(Last reviewed: 29th December 2025)

INTRODUCTION

Chempaka Logistik Sdn Bhd care about your personal data protection. This Personal Data Protection Notice (“notice”) clarifies how Chempaka Logistik Sdn Bhd processes your data from the point we collect, use, share, dispose of and the security measures that we established to ensure your personal data is well protected.

COLLECTION OF PERSONAL DATA

We collect your personal data which range from your name, name, identity card number, residential address, email address, telephone numbers; passport number, date of birth, age, gender, race, nationality, marital status, occupation and any other personal data permitted by applicable law.

SOURCE OF PERSONAL DATA COLLECTION

We gather your personal data from:

1. electronic or physical forms available at our website (your website address) or third party website
2. mobile applications operated by us
3. emails, telephone calls, SMS, WhatsApp or other communication platforms;
4. social media platforms and
5. Cookies

REASON FOR PERSONAL DATA COLLECTION

We collect your personal data to:

1. Process your request to purchase or use our product / service
2. Deliver our product to your desired address and location
3. Resolve complaint / delivery problem (if any)
4. Send new product promotion to you (only with your consent)

for any other purposes necessary for operating, maintaining, managing and improving our business and your relationship with us.

PROCESSING OF PERSONAL DATA

We only process your personal data within Malaysia. Your personal data will not be transferred to any place outside Malaysia.

DISCLOSURE OF PERSONAL DATA

We disclose your personal data to:

1. to third party such as associated companies, professional advisors, financial advisors, consultants and other professional service providers engaged in relation to our product or services
2. The authority for legal / regulatory such as government ministries, departments, agencies, statutory bodies, local authorities, law enforcement agencies, regulatory bodies, courts, tribunals and any other authorities purpose

SECURITY MEASURE

We take these measures to protect your personal data:

1. By ensuring your personal data is kept as required by Act 709
2. By ensuring our staff not to misuse your personal data
3. By performing contract / agreement with third party such as system vendor, professional advisors, financial advisors, consultants and other professional service providers.

Nevertheless, you are required to ensure the security of your password and not to disclose it to another party to reduce the risk of data breaches. However, as the transmission of data via the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us and you do so at your own risk.

PERSONAL DATA RETENTION PERIOD

We will retain your personal data for seven (7) years / as long as you are our customer, vendor and / or supplier. If you are no longer our customer, we will permanently delete your personal data.

YOUR RIGHTS

You have the rights to:

1. Correct / update your personal data in circumstances allowed under the Act provided that the requested data is in our possession or under our control
2. Access your personal data which we process and keep with us in accordance with the Act
3. Stop any of our new promotional products sent to you
4. Withdraw your consent for us to process your personal data will caused us unable to continue with our services/ products.
5. We reserve the right to impose a fee for processing an access request as permitted under the law.

CONTACT US

You can contact us or submit your inquiry in regards to the processing of your personal data at:

Company Name : Chempaka Logistik Sdn Bhd
Address : Level 10-01, Grand Paragon Hotel, 18 Jalan
Harimau, Taman Century, 80250 Johor Bahru.
Telephone number : 07-278 1111
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