

PRIVACY POLICY

SWG SPORT SDN BHD (1473316W)

1. Introduction

SWG SPORT SDN BHD (“SWG SPORT”, “we”, “us”, or “our”) respects your privacy and is committed to protecting your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA) of Malaysia**.

This Privacy Policy explains how we collect, use, and protect your information when you purchase tickets or use our webstore.

2. Information We Collect

We may collect the following personal data:

- Name
- Email address
- Phone number

We do **not** collect sensitive personal data unless required by law.

3. How We Use Your Information

Your data is used strictly for:

- Processing ticket purchases
- Sending booking confirmations and QR codes
- Customer support and communication
- Operational and service improvements
- Compliance with legal obligations

We do **not** use your data for marketing communications.

4. Payment Processing

All payments are securely processed via **Gkash**.

We do not store your card or banking details. Payment data is handled directly by the payment provider.

5. Cookies & Tracking

We use cookies and tracking technologies (such as analytics tools) to:

- Understand user behavior
- Improve website performance
- Enhance user experience

By using our website, you consent to such usage.

6. Disclosure of Information

We may share your data only with:

- Payment providers (e.g. Gkash)
- Technology providers supporting our system (e.g. **Qbot**)

We do **not** sell or share your data with third parties for marketing.

7. Data Security

We implement reasonable administrative and technical safeguards to protect your data from unauthorized access, misuse, or disclosure.

8. Data Retention

Your data is retained only as long as necessary for:

- Transaction records
- Legal and regulatory compliance

9. Your Rights

Under PDPA, you may:

- Request access to your personal data
- Request correction of inaccurate data

Requests can be made via email below.

10. Contact Information

SWG SPORT SDN BHD

1473316W

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