



Pioneer Heat Holdings Privacy Policy

Ingenia ("we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you opt in to receive messages from the Ingenia Event Alerts program via Rich Communication Services (RCS).

1 Information We Collect

We may collect personal data that you voluntarily provide to us when you interact with our website or contact us, including:

- Name, contact details (email address, phone number)
- Company/business information
- Job title and other professional details
- Any other personal data you provide in correspondence or forms

We may also collect certain technical information automatically when you visit our website, such as:

- IP address and device information
- Cookies and analytics data to improve user experience

"Personal Data" means any information that can identify you, directly or indirectly, as defined under PDPA.

2 How We Use Your Personal Data

We use personal data for purposes including, but not limited to:

- Responding to your enquiries or requests
- Providing information about our products, services, events, or career opportunities
- Managing our relationship with you
- Improving our website and services
- Complying with legal or regulatory obligations

We will only process your personal data if we have lawful grounds to do so — for example, your consent, contractual necessity, or legal compliance under PDPA.

3 Consent

By interacting with our website or submitting your personal data to us, you consent to the collection, use, and disclosure of your personal data for the purposes described in this Privacy Policy, unless you expressly tell us otherwise.

4 Disclosure of Personal Data

We may share your personal data with:

- Our affiliates, service providers, or professional advisers as needed
- Third parties when required by law, legal process, or to protect our legal rights
- Relevant authorities in case of legal or regulatory compliance

We ensure that any third parties with whom we share your data uphold data protection standards consistent with PDPA.

5 Security of Your Personal Data

We implement reasonable technical, administrative, and organisational security measures to protect your personal data from unauthorised access, loss, misuse, or alteration. However, no internet-based system can be fully secure, and we cannot guarantee absolute security.

6 Retention of Personal Data

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected and to comply with applicable legal, regulatory, or internal policy obligations.

7 Your Rights

Under PDPA, you may have certain rights relating to your personal data, including the right to:

- Access your personal data
- Correct or update inaccurate or incomplete data
- Withdraw consent where processing is based on consent
- Request restriction of certain processing activities

To exercise these rights, please contact us using the details in Section 9 below.

8 Cookies and Tracking

Our website may use cookies or similar technologies to collect information about how visitors use the site. You may configure your browser settings to refuse cookies, but this could affect certain website functionality.

9 Contact Us

If you have any questions about this Privacy Policy, or if you wish to access, correct, or update your personal data, contact:

Pioneer Heat Holdings

Email: admin@pioneerht.com

Address: No. 55, Jalan Pusat Komersial Irama Sendayan 1/2, Taman Irama Sendayan 1, 71900 Labu, Negeri Sembilan

10 Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legal, technical, or business requirements. The revised policy will be posted on this website with an updated effective date.