

STRAITS ALLIANCE TECHNOLOGY SDN BHD

202501054108 (1655514-H)

Effective Date: 19th November 2025

STRAITS ALLIANCE TECHNOLOGY SDN. BHD. (“Company”, “we”, “us”, or “our”) is the owner and operator of F4st Charge, which is used in connection with the provision of portable charging solutions and associated services (“Services”).

1.0 PRIVACY POLICY

This Privacy Policy (“Policy”) describes how we collect, use, disclose, and protect personal data in accordance with the Personal Data Protection Act 2010 (PDPA) of Malaysia.

1.1 Personal Data Collected

We may collect personal data including but not limited to:

- Full Name
- Contact details (phone number, email address)
- Identification details where required for verification
- Payment and transaction-related information
- System usage data, device data, service activity logs
- Location-based information where relevant to service delivery

1.2 How Personal Data Is Collected

We collect personal data through:

- Direct interactions (account registration, service usage, support enquiries)
- Automated technologies (system logs, device data, analytics tools)
- Third-party service providers supporting our operations

1.3 Purpose of Collection

Personal data is collected and processed for:

- Providing, operating, and improving our services
- Processing payment, transactions, and billing
- Account creation, authentication, and user support
- Communication regarding service updates, alerts, or notices
- Compliance with statutory, regulatory, audit, and security requirements
- Internal analytics, reporting, and fraud-prevention activities

1.4 Disclosure of Personal Data

Personal data may be disclosed to:

- Authorized service providers, operators, and business partners
- Payment gateway providers, banks, and financial institutions
- IT vendors and cloud or technology service providers
- Regulatory bodies, government agencies, or law enforcement when required by law
- Business transferees in the event of corporate restructuring, merger, or acquisition

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We do not sell, rent, or trade personal data to any third party.

1.5 Confidentiality of Personal Information

1.5.1 General Confidentiality Commitment

We are committed to safeguarding the confidentiality of all personal information entrusted to us. All personal data collected is handled in accordance with this Policy and the PDPA.

1.5.2 Disclosure in Emergency or Critical Situations

If a user is unable to communicate essential personal information to the appropriate authorities during an emergency or critical incident, we may, at our sole discretion, disclose necessary details such as name, contact number, or other relevant information to authorised personnel.

1.5.3 Disclosure Required by Law

If we receive a subpoena, court order, or legally binding request from regulatory authorities, we will disclose the required information in accordance with applicable laws.

1.5.4 Aggregate and Anonymised Data

We may share aggregated or anonymised information for analytics, reporting, or operational purposes, provided that no individual can be personally identified.

1.5.5 Disclosure with User Consent

Personal data may be shared with third parties only when the user provides explicit consent (e.g., surveys, studies, or partner programs).

1.5.6 Third-Party Data Processing Obligations

Any third party engaged to process personal data on our behalf is contractually obligated to maintain confidentiality and handle the data only for authorised purposes.

1.6 Data Retention & Storage

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, and operational requirements. Upon expiry of the retention period, personal data will be securely deleted, anonymised, or archived in accordance with applicable regulations.

Personal data may be processed and stored in Malaysia or in other jurisdictions where we or our authorised service providers operate. In such cases, we ensure that reasonable safeguards and data protection measures are applied to maintain the security and integrity of the data.

1.7 Data Security

We implement administrative, technical, and organisational security measures designed to protect personal data against unauthorised access, disclosure, misuse, alteration, loss, or destruction. These measures are consistent with industry standards and regulatory expectations, and include (but are not limited to):

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- Access controls and user authentication
- Data encryption and secure transmission protocols
- System monitoring and intrusion detection
- Regular security assessments and vulnerability reviews
- Staff confidentiality obligations and data protection training

While we strive to protect all personal data, no method of electronic storage or transmission is completely secure. Accordingly, we cannot guarantee absolute security; however, we commit to taking reasonable and appropriate measures to safeguard all personal information entrusted to us.

1.8 Users Rights Under PDPA

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

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Withdraw consent for processing (subject to contractual or legal limitations)
- Request deletion of personal data where legally applicable

Requests relating to your personal data may be submitted using the contact information provided below.

1.9 Changes to This Policy

We may update this Privacy Policy due to business, legal, or regulatory changes. We will notify users of significant changes by updating the effective date and posting the revised policy.

1.10 Contact Information

STRAITS ALLIANCE TECHNOLOGY SDN. BHD.

Email: marketing@f4stcharge.com

2.0 TERMS & CONDITIONS

These Terms & Conditions (“Terms”) govern the provision of services by STRAITS ALLIANCE TECHNOLOGY SDN. BHD (“Company”). By accessing or using our services, you acknowledge that you have read, understood, and agreed to these Terms.

2.1 Use of Services

Users agree to:

- Use the services for lawful and authorized purposes only
- Not engage in fraudulent, abusive, harmful, or unauthorized activities
- Comply with all applicable laws and regulations

2.2 Service Availability

Services are provided on an “as-is” and “as-available” basis.

We may modify, suspend, or discontinue service features or system operations without prior notice.

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2.3 Payments and Charges

- Payments are processed through approved third-party payment providers.
- We do not store sensitive payment credentials.
- Users authorize the Company to process applicable charges for services used.

2.4 Limitation of Liability

To the maximum extent permitted by law:

- The Company is not liable for indirect, incidental, consequential, or special damages.
- The Company is not responsible for service interruptions caused by external factors, third-party failures, or circumstances beyond our control.

2.5 Indemnity

Users agree to indemnify and hold the Company harmless from claims arising from:

- Misuse of services
- Violation of these Terms
- Breach of applicable laws or regulations

2.6 Governing Law

These Terms are governed by the laws of Malaysia. All disputes shall be subject to the exclusive jurisdiction of Malaysian courts.

3.0 CANCELLATION & REFUND POLICY

1. Refunds or replacements are eligible only for:

- Defective services
- Service unavailability
- Incorrect delivery of service

2. No refunds are provided due to change of mind or once the service has commenced or been utilized.

3. Refund requests must be submitted within seven (7) days of the incident or transaction date.

4. Approved refunds will be processed via:

- The original payment method, or
- Any alternative method deemed appropriate by the Company

5. This policy complies with the Consumer Protection Act 1999, and statutory consumer rights shall not be excluded.

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4.0 SERVICE DELIVERY POLICY

1. Services will be delivered in accordance with the agreed service scope, operational parameters, and system capability.
2. Delivery timelines may vary due to:
 - Third-party provider performance
 - Scheduled or unscheduled system maintenance
 - Network conditions
 - External factors beyond the Company's reasonable control
3. While the Company endeavours to ensure continuous and reliable service, no guarantee of uninterrupted availability is provided.
4. All support requests, complaints, and service inquiries must be directed to the Company's designated support channels.

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**STRAITS ALLIANCE
TECHNOLOGY SDN BHD**
202501054108 (1655514-H)

SIGNED AND ACKNOWLEDGED
by STRAITS ALLIANCE TECHNOLOGY SDN BHD
(Company No.: 202501054108 / 1655514-H)



Authorised Representative
(Signature & Seal)

MR. WONG CHUN CHIN
(Name of the Authorized Person)