

PRIVACY POLICY

App Name: Rakan Jalan **Effective Date:** 16 Jan 2026 **Operated By:** Rakan Jalan Enterprise (JM1038233-M)

1. INTRODUCTION

We, Rakan Jalan, respect your privacy and are 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 disclose your data when you use the **Rakan Jalan** mobile application ("the App").

2. INFORMATION WE COLLECT

We collect data to provide safety alerts, facilitate road assistance, and process lucky draw prizes.

2.1 Personal Information:

- **Identity Data:** Name, User ID, and Photograph (if uploaded).
- **Contact Data:** Mobile Phone Number (used for account authentication/OTP).
- **Financial Data:** Bank Account Number, Bank Name, or Touch 'n Go eWallet details. *(Collected **ONLY** from Lucky Draw winners for the purpose of prize disbursement).*

2.2 Location Information (Crucial):

- **Real-Time Location:** We collect your precise GPS location to notify you of nearby hazards, police enforcement, or traffic conditions.
- **Background Location:** If you enable "Safety Alerts," we may collect location data even when the App is running in the background to send you push notifications about hazards ahead.

2.3 Device & Technical Data:

- IP Address, Device ID, Manufacturer, and Model.
- App usage data (e.g., reports submitted, buttons clicked) to detect fraud and point-farming bots.

3. HOW WE USE YOUR INFORMATION

We use your data for the following specific purposes:

3.1 To Provide Services:

- To display your location on the map relative to hazards.
- To allow "Road Help" volunteers to find you when you request assistance.
- To verify user reports (ticketing, crime, accidents) based on GPS proximity.

3.2 For Lucky Draws & Rewards:

- To calculate "Rakan Points" based on your contributions.
- To verify your identity before releasing cash prizes.
- To transfer cash prizes to your designated bank/e-wallet account.

3.3 For Safety & Security:

- To detect and ban users submitting false reports.
- To prevent money laundering or multiple account creation for lucky draw fraud.

3.4 Marketing:

- To display relevant advertisements within the App (since the App is free-to-use).
- To announce Lucky Draw winners on our social media platforms (Name, User ID and Photograph).

4. SHARING OF YOUR INFORMATION

We do not sell your personal data. However, we may share your data in the following scenarios:

4.1 With Other Users (Publicly Visible):

- **Reports:** When you report a hazard (e.g., "Accident here"), your approximate location is visible to all users on the map.
- **Road Help:** If you request help, your precise location and vehicle details are shared with the Volunteer Helper who accepts your request.

4.2 With Service Providers:

- Cloud storage providers (e.g., AWS, Google Cloud) to host the App.
- Payment gateways or banks to process prize transfers.

4.3 With Law Enforcement:

- We may disclose your data to the Royal Malaysia Police (PDRM) or other authorities if required by court order, or if necessary to prevent a crime, locating a missing person, or investigating fraud.

4.4 Future Integration with Professional Automotive Services:

- **Transition to Professionals:** You acknowledge that Rakan Jalan intends to introduce connectivity with professional third-party providers (e.g., **mechanics, tow truck operators, battery shops**) in the near future.
- **Data Sharing with Vendors:** Upon the introduction of these features, if you request assistance, your **Real-Time Location, Vehicle Details, and Contact Information** will be shared with these commercial service providers to facilitate the service.
- **Feature Evolution:** As this transition occurs, the "Volunteer" data-sharing model may be modified or removed entirely in favor of this professional dispatch model.

5. DATA RETENTION

- **General Data:** We retain your profile data as long as your account is active.
- **Location Data:** Historical movement data is anonymized or deleted after a set period of 30 days unless required for legal investigations.

6. DATA SECURITY

We implement reasonable security measures (including SSL encryption) to protect your data from unauthorized access. However, no transmission over the internet is 100% secure. You acknowledge that you provide your personal data at your own risk.

7. THIRD-PARTY LINKS & ADS

The App may contain advertisements or links to third-party websites (e.g., mechanic shops, battery sellers). We are not responsible for the privacy practices or content of these third parties.

8. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. We will notify you of significant changes via an in-app notification. Continued use of the App constitutes acceptance of the updated Policy.

9. CONTACT US

If you have questions about your data or wish to exercise your rights, please contact our Data Protection Officer at:

Email: rakanjalanofficial@gmail.com
