

AUREVRA — Privacy Policy

Personal Data Protection Act 2010 (Malaysia)

HOW TO USE — Publish on a 'Privacy Policy' page and link it from the footer and from every enquiry/contact form. Under the PDPA, this notice must also be made available in Bahasa Malaysia, so please prepare a BM translation alongside. Complete all [bracketed] fields.

1. Who We Are

This Privacy Policy explains how Heivoa Bullion Trading (Business Reg. No. 202603140844 / JR019465-T) (“we”, “us”, the “Operator”) [replace with the registered operator of the website if different], an Authorised Dealer & Distributor of AUREVRA, collects, uses, discloses and protects your personal data in accordance with the Personal Data Protection Act 2010 (“PDPA”). AUREVRA® is a brand of Cf Domus Argentum Sdn. Bhd. (Company No. 1613021-M), operated under Maison Rhyton.

2. Personal Data We Collect

Depending on how you interact with us, we may collect: (a) identity data — your name and, for certain transactions, NRIC/passport number and identification documents required for anti-money-laundering compliance; (b) contact data — telephone/WhatsApp number, email and delivery/billing address; (c) transaction data — products enquired about or purchased, and order and payment details; (d) communications — the content of your enquiries and correspondence; and (e) technical data — IP address, device and browser information, and cookie/usage data when you use the Website.

3. How We Collect It

We collect personal data directly from you (through enquiry and order forms, WhatsApp, social media, telephone, email or in person), automatically through cookies and analytics on the Website, and, where applicable, from couriers, payment providers or your authorised representatives.

4. Purposes of Processing

We process your personal data to: respond to enquiries and provide quotations; process, fulfil and deliver orders; verify identity and comply with anti-money-laundering, tax and other legal obligations; administer authenticity verification and any buyback; provide customer service and after-sales support; maintain records; and, where you have consented, send marketing and updates. We process data on the basis of your consent, and/or to perform a contract with you, and/or to comply with legal obligations.

5. Disclosure of Personal Data

We may disclose your personal data, on a need-to-know basis, to: Cf Domus Argentum Sdn. Bhd. and Heivoa Bullion Trading (for authenticity, fulfilment and brand administration); logistics and courier partners; payment-service providers; our professional advisers and auditors; and government authorities, regulators or law-enforcement where required by law. We do not sell your personal data. Any third party processing data on our behalf is required to keep it secure and use it only for the stated purposes.

6. Transfers Outside Malaysia

Where it is necessary to transfer your personal data outside Malaysia (for example, to a service provider or the brand principal), we will take reasonable steps to ensure it is afforded a level of protection comparable to that required under the PDPA.

7. Direct Marketing and Your Choice

We will only send you marketing communications where permitted. You may opt out at any time by replying “STOP”, using any unsubscribe facility, or contacting us using the details below. Opting out of marketing will not affect processing necessary to fulfil your orders or to meet our legal obligations.

8. Cookies and Analytics

The Website may use cookies and similar technologies to operate the site, remember preferences and understand usage. You can manage cookies through your browser settings; disabling some cookies may affect site functionality.

9. Security

We apply reasonable physical, technical and organisational measures to protect personal data against loss, misuse, and unauthorised access, disclosure or alteration. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

10. Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to meet legal, tax, accounting and anti-money-laundering record-keeping requirements, after which it is securely deleted or anonymised.

11. Your Rights

Subject to the PDPA, you may request access to and correction of your personal data, withdraw consent, limit processing (including for marketing), and make enquiries or complaints about our handling of your data. To exercise these rights, contact us using the details below. We may charge a prescribed fee for an access request and may need to verify your identity first.

12. Children

The Website and our products are intended for persons aged 18 and above. We do not knowingly collect personal data from children.

13. Third-Party Links

The Website may link to third-party sites and platforms (including WhatsApp and social media) which have their own privacy practices; we are not responsible for those practices.

14. Changes

We may update this Privacy Policy from time to time; the version published on the Website at the time of your interaction applies.

15. Contact

For any privacy enquiry, request or complaint, contact: [Operator name] · Attn: Data Protection · [registered address] · [email] · [telephone].