Privacy Policy

Solvix Digital Solution, Registration No. 202603265810 (SA0658832-X) | Effective date: 6 October 2026

Solvix Digital Solution ("Solvix Digital", "we", "us") respects your privacy. This Privacy Policy explains how we collect, use, disclose and protect your personal data in line with Malaysia's Personal Data Protection Act 2010 ("PDPA"). It applies to our website at solvix-digital.com, our services and our software products.

1. Personal data we collect

Category	Examples
Contact details	Name, email address, phone number, business name, business address
Account details	Login email, encrypted password, account settings
Billing details	Billing name and address, invoice history, payment status and reference numbers
Project information	Content, files and requirements you send us for a project
Technical data	IP address, browser type, device type, pages visited, date and time of access
Communications	Emails, messages and support requests you send us

We do not collect or store your full card number or online banking credentials. Payments are processed by our payment gateway, CHIP, which handles your payment details under its own privacy policy.

2. How we collect it

We collect personal data when you:

- fill in a form on our website or contact us by email, phone or messaging apps;
- request a quotation or sign up for a service or product;
- make a payment;
- use our website or software, through cookies and server logs.

3. Why we use it

We use your personal data to:

- respond to enquiries and prepare quotations;
- deliver, maintain and support the services and products you ordered;
- process payments, issue invoices and handle refunds;
- send service notices, such as updates, renewals and security alerts;
- improve our website, services and products;
- prevent fraud and keep our systems secure;

- meet legal, tax and accounting obligations.

We send marketing messages only if you have agreed to receive them. You can unsubscribe at any time.

4. Who we share it with

We do not sell your personal data. We share it only with:

- **Payment processors**, including CHIP, to process your payments;
- **Hosting and infrastructure providers** that store and run our website and software;
- **Email and communication providers** used to send service messages;
- **Professional advisers**, such as accountants, auditors and lawyers;
- **Government and regulatory authorities**, where the law requires it.

These parties may use your data only to provide their services to us and must keep it secure.

5. Transfers outside Malaysia

Some of our service providers store data on servers outside Malaysia. Where this happens, we take reasonable steps to make sure your data receives a level of protection comparable to the PDPA.

6. Cookies

Our website uses cookies to keep you logged in, remember your preferences and understand how the site is used. You can disable cookies in your browser settings. Some features may not work properly without them.

7. How we protect it

We use reasonable technical and organisational measures to protect your personal data. These include encrypted connections (HTTPS), access controls and restricted staff access. No system is completely secure, so we cannot guarantee absolute security. If a data breach is likely to cause you significant harm, we will notify you and the relevant authority as required by law.

8. How long we keep it

We keep personal data only as long as needed for the purposes in this policy. Billing and transaction records are kept for 7 years to meet tax and accounting requirements. After that, data is deleted or anonymised.

9. Your rights

Under the PDPA, you may:

- request access to the personal data we hold about you;
- ask us to correct data that is inaccurate, incomplete or out of date;
- withdraw your consent to processing;
- limit how we process your data, including for direct marketing;
- ask us to stop sending you marketing messages.

To exercise these rights, email support@solvix-digital.com. We will respond within 21 days. If you withdraw consent or do not provide data we need, we may be unable to provide some services.

10. Data we process for our clients

When we build or host software for a business client, we may handle personal data belonging to that client's own customers. In that case the client decides how the data is used, and we process it only on the client's instructions. Please contact the business concerned for questions about that data.

11. Children

Our services are intended for businesses and adults. We do not knowingly collect personal data from anyone under 18 without consent from a parent or guardian.

12. Links to other websites

Our website may link to third-party websites. We are not responsible for their privacy practices. Please read their privacy policies.

13. Changes to this policy

We may update this policy from time to time. The latest version will always be published on our website with a new effective date.

14. Contact

For questions, requests or complaints about your personal data, contact:

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