Privacy Policy

This Privacy Policy outlines how Aceplus Integrated Healthcare Sdn. Bhd. ("Aceplus Pharmacy", "we", "our") collect, use, disclose, and protect your personal data in accordance with the Personal Data Protection Act 2010 and the PDPA Amendment Act 2024. We are committed to replacing medical complexity with human clarity and ensuring your health information is managed with the highest level of care and transparency.

1. Types of Personal Data We Collect

We may collect the following categories of personal data:

- **Identification:** Full name, IC/passport number, date of birth, gender, nationality, and race.
- **Contact Details:** Home address, email, and mobile/telephone number.
- **Health-related Data:** Prescription records, consultation details, and clinical notes (collected only with explicit consent).
- **Transactional Data:** Purchase history and membership activity.
- **Children's Data:** Collected only with verified parental or guardian consent for individuals under 18 years of age.

2. Purpose of Data Collection

We process your personal data for the following lawful purposes:

- Identity verification and registration.
- Fulfillment of pharmacy services, including prescriptions and healthcare consultations.
- Communicating marketing and promotional updates (subject to your opt-in consent).
- Improving customer support and service quality based on your feedback.
- Internal business analysis and performance enhancement.

- Compliance with legal, tax, and regulatory requirements.

3. Your Rights and Consent

We process your data only with your clear and explicit consent unless otherwise permitted by law. As a data subject, you have the right to:

- **Access:** Request a copy of the personal data we hold about you.
- **Correction:** Request the update of inaccurate or incomplete data.
- **Deletion:** Request the removal of your data, subject to legal or regulatory retention requirements.
- **Portability:** Request your data in a structured, machine-readable format.
- **Withdrawal:** Revoke or limit your consent preferences at any time.

4. Data Security and Retention

Aceplus Pharmacy implements rigorous technical and organizational measures to safeguard your data, including:

- Data encryption and secure digital infrastructure.
- Role-based access control to limit data exposure to authorized personnel only.
- Regular security audits and compliance checks.

We retain personal data only for as long as necessary to fulfill the purposes stated above or to comply with statutory legal requirements. Once no longer required, data is securely deleted or permanently anonymized.

5. Data Breach Notification

In compliance with the PDPA Amendment Act 2024, if a personal data breach occurs that involves significant risk to individuals, we will:

1. Notify the Personal Data Protection Commissioner (PDPC) within seventy-two (72) hours.

2. Promptly inform affected individuals to ensure they can take necessary precautions.

6. Disclosure to Third Parties

Your personal data may be shared with the following parties under strict confidentiality agreements:

- Regulatory and government authorities as required by Malaysian law.
- Trusted third-party service providers (e.g., delivery partners or IT vendors) bound by PDPA standards.
- Professional healthcare partners involved in your guided care.

7. Contact Information

For any inquiries, complaints, or to exercise your rights regarding your personal data, please contact our Data Protection Officer:

Email: customercare@aceluspharmacy.com
Phone: +6018-573 9855
Address: 17, Jalan Horizon Perdana 5, Bukit Horizon, 79100 Iskandar Puteri, Johor.

Document Version History

Version	Date	Author(s)	Reviewer(s)	Rationale
1.0	29 August 2026	Chaw Min Xuan	Lim Baohong	First issue