

PRIVACY POLICY

This privacy policy explains how we, iTTV Education Sdn Bhd (“iTTV”, “iTTV e-Learning”), collect, process, manage and protect your personal data in the course of providing Services to you or when you use the iTTV Website in accordance with the Personal Data Protection Act (PDPA) 2010.

To ensure that you get a better user experience, and to provide quality Products and/or Services, we may need to collect relevant personal information from you either manually or through our website.

What personal information do we collect from the people that visit our websites?

When ordering or registering on our site, this personal information includes but is not limited to information with respect to name, email address, mailing address, phone number, credit card information, identity card number or other details to help you with your experience.

When do we collect information?

We collect information from you when you register on our site, place an order, fill out a form or enter information on our site.

How do we use your information?

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested;
- To improve our website in order to better serve you;
- To allow us to better service you in responding to your customer service requests;
- To administer a contest, promotion, survey or other site feature;
- To quickly process your transactions;
- To send periodic emails regarding your order or other products and services;
- To follow up with them after correspondence (live chat, email or phone inquiries);
- For market research purposes;
- For research & development purposes;
- For administrative purposes, including billing, payment collection;
- For all other purposes that have side information and are related to any of the above.

Agreement to Processing of your Personal Information

By providing your Personal Information or obtaining the Services or by visiting or using iTTV Education sites, you acknowledge and are expressing your acceptance of these Privacy Policy terms, you are deemed to have expressly consented to the processing of your personal data by the iTTV or any authorised agent, employee, partner and / or contractor (“Third Parties”) for the purposes set out above.

If you provide Personal Information about someone other than yourself (for example family members that are responsible when using our Services), we will rely on you to inform them that you are providing their Personal Information to us and to ensure they have consented to you giving us their information. By giving their Personal Information, you are regarded to have obtained their consent for disclosure of their Personal Information to us.

How do we protect your information?

Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order, enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

Your Rights to Access and Correct Your Personal Information

You may access and correct your Personal Information directly through your online account at our website or by contacting us at the contact details below.

You must state specifically the Personal Information that you wish to access or correct. Please know that we may use our discretion in allowing the access and corrections requested and may take steps to verify your identity including requiring further documentary evidence and details about your request to avoid fraud and inaccuracy, before we are able to respond to your request.

There are some exceptions where we may refuse your request for access or correction of Personal Information including for example, when we are unable to confirm your identity or it is prohibited under the law. We will notify you accordingly in such an event.

Exercising Choices over the Disclosure, Retention and Use of Your Personal Information and Withdrawal of Consent

You may at any time withdraw your consent in allowing iTTV to process any of your Personal Information or to any part thereof by sending a written application to iTTV at the address or email below and within the stipulated period under the PDPA. Please be aware that if you withdraw your consent, we may not be able to provide you with the Services you want and this may lead to termination of any contract or account that we have with you for such Services.

Your Obligation to Provide Accurate and Complete Personal Information

You are responsible for providing accurate and complete information to us about yourself and any other person whose Personal Information you provide to us and for updating this Personal Information as and when it becomes incorrect or out of date by contacting us.

Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.
- Keep track of advertisements.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since the browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, Some of the features that make your site experience more efficient may not function properly. It won't affect the user's experience that makes your site experience more efficient and may not function properly.

Third-party disclosure

We do not sell, trade, or otherwise transfer to outside parties your Personal Information other than authorised Third Parties necessary to fulfil the purpose(s) above.

Google

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users.

<https://support.google.com/adwordspolicy/answer/1316548?hl=en>

We have not enabled Google AdSense on our site but we may do so in the future.

How does our site handle Do Not Track signals?

We honor Do Not Track signals and Do Not Track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

Does our site allow third-party behavioral tracking?

It's also important to note that we allow third-party behavioral tracking.

Revision to Privacy Policy

This policy may be updated at any time and shall supersede any and all previous versions. If we make any changes to this policy, we will post the changes on our website www.ittv.com.my . If you continue to use our Services, you will be regarded as having agreed to those changes. If you do not agree, you may terminate your relevant Services contract or subscription with us or stop using our Services and website.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us at info@ittv.com.my