

PRIVACY POLICY (PDPA NOTICE)

Last updated: 25 November 2025

This Privacy Policy explains how E-Cure Sdn Bhd (“E-Cure”, “we”, “us”, “our”) collects, uses, stores, and protects your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA)** of Malaysia.

By submitting your information through this webpage, you consent to the processing of your personal data as set out below.

1. Types of Personal Data We Collect

Depending on the nature of your report or request for assistance, the personal data we may collect includes, but is not limited to:

- Name, NRIC, passport or identification details
- Contact information (phone number, email, address)
- Evidence, documents, screenshots, videos, photos
- Police reports, case references, supporting materials
- Financial information relevant to fraud or loss
- Information about the individuals or syndicates involved
- Any additional data voluntarily provided by you

We do **not** collect unnecessary or unrelated data. Only what you choose to provide, or what is reasonably required to assist you.

2. How We Use Your Personal Data

Your data may be used for the following purposes:

1. To assess, review, and understand your complaint or case

2. To provide advisory, administrative, or coordination support
3. To assist you in preparing, drafting, or lodging reports
4. To communicate with law enforcement agencies, regulators, NGOs, or relevant stakeholders **with your consent**
5. To contact you for clarifications, updates, or follow-ups
6. To enhance our victim-support programmes, systems, and processes
7. To generate **non-identifiable** insights, statistics, visuals, or publications for advocacy, reporting, or awareness purposes
8. To comply with legal obligations where applicable

We will **never** use your identifiable personal data for marketing, advertising, or commercial profiling.

3. Disclosure of Personal Data

We do **not** sell, trade, rent, or release personal data to third parties.

We may disclose your data only when:

- You have given **express written consent, or**
- Disclosure is required by law, court order, police investigation, or regulatory authority, **or**
- Disclosure is necessary to protect your safety or prevent serious harm, **or**
- Disclosure is needed to assist you with referrals (NGO, counsellors, lawyers, etc.) **with your permission**

At all times, disclosure is managed with strict confidentiality.

4. Use of Non-Identifiable Data

You consent to E-Cure using **non-identifiable**, anonymised data for:

- Crime pattern analysis
- Trend reports
- Research
- Policy papers and recommendations
- Awareness campaigns
- Press releases or public-interest commentary
- Training and educational materials

Your name, address, NRIC, contact details, and any unique identifiers will **never** appear in these materials unless you provide specific written permission.

5. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil the purpose for which it was collected,
- Meet legal or regulatory obligations, or
- Support legitimate reporting or case follow-up where applicable.

When data is no longer required, it will be securely archived or permanently destroyed.

6. Data Security

We implement strict technical and organisational measures to safeguard your data, including:

- Restricted access
- Encrypted storage and secure servers
- Controlled data sharing protocols
- Internal privacy and confidentiality procedures

Despite our best efforts, no system is entirely immune to breaches. However, we commit to taking all reasonable steps to minimise risks and address any incident promptly.

7. Access, Corrections & Withdrawal of Consent

Under PDPA, you have the right to:

- Request access to your personal data
- Request corrections for inaccuracies
- Withdraw consent for the use or processing of your data

Requests can be made by writing to: **support@ecureconsult.com** (or your preferred contact)

However, withdrawal of consent may limit our ability to continue providing support or assistance.

8. Third-Party Links

Our webpage may contain links to police portals, government websites, NGOs, or other resources. Once you leave our site, we are **not responsible** for the privacy practices of those external websites.

9. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on this page with a revised “Last Updated” date.

10. Contact Us

For questions, concerns, or data-related requests, you may contact:


E-Cure Sdn Bhd (200401022720 / 661225-X)

23-5 Menara Bangkok Bank, Berjaya Central Park, Jalan Ampang,

50450 Kuala Lumpur, Malaysia

Email: support@ecureconsult.com | Tel: 60 3-2181 6027

Authorised by: -



RIDUAN DEVARUBAN
Chief Executive Officer

Date: 25 November 2025

