

PAUL Malaysia – Privacy Policy

At PAUL Malaysia, we are committed to protecting your privacy and personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit or use our website and services.

By accessing our website, you agree to the terms of this Privacy Policy.

1. Collection of Personal Information

We may collect the following types of personal information when you interact with us:

- Full Name
- Contact Information (e.g., email address, phone number, delivery address)
- Payment Details (processed securely; we do not store your card information)
- Order History and Transaction Information
- IP Address, Device Information, and Browser Type
- Any feedback, enquiries, or survey responses you submit

Information is collected when you:

- Place an order
 - Register for an account or newsletter
 - Contact our customer support
 - Participate in promotions, surveys, or campaigns
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2. Use of Personal Information

We use your personal information to:

- Process and deliver your orders
 - Manage your account and preferences
 - Send order confirmations, updates, or marketing communications (if opted-in)
 - Improve our products, services, and website experience
 - Respond to enquiries, feedback, and complaints
 - Comply with any applicable legal or regulatory requirements
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3. Disclosure of Personal Information

We respect your privacy and do not sell or rent your information to third parties. However, we may share your information with trusted third parties including:

- Payment processors (e.g., **Alliance Bank**)
- Delivery and logistics partners
- IT service providers and system support teams
- Marketing and customer service providers

All third parties are contractually required to protect your information and use it only for the purposes authorised.

4. Payment Processing

All payments on our site are processed securely via **Alliance Bank**.

PAUL Malaysia does not store your credit card or banking information. Payment details are encrypted and handled directly by the secure payment gateway provider.

5. Data Protection and Security

We take appropriate technical and organisational measures to safeguard your personal information, including:

- Secure servers and SSL encryption
- Restricted access to personal data
- Regular system monitoring and security updates

However, no method of transmission over the internet is completely secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

6. Cookies and Tracking

Our website uses cookies to:

- Personalise your shopping experience
- Analyse site traffic and improve performance
- Remember your preferences

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect certain website functionalities.

7. Marketing Communications

If you have opted to receive marketing updates from us, you may unsubscribe at any time via the link provided in our emails or by contacting us directly.
Once unsubscribed, we will update your preferences within a reasonable time.

8. Your Rights

Under Malaysia's Personal Data Protection Act (PDPA), you have the right to:

- Access your personal information
- Request correction of inaccurate information
- Withdraw consent for marketing communications
- Request deletion of your personal data (subject to legal obligations)

To exercise these rights, please email us at **info@le-tamelier.com**.

9. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes described in this policy unless a longer retention period is required by law.

10. Third-Party Links

Our website may contain links to external websites. PAUL Malaysia is not responsible for the privacy practices of third-party websites and encourages you to review their privacy policies separately.

11. Changes to This Privacy Policy

We may update or amend this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date. Please check this page periodically for updates.

12. Contact Us

If you have any questions about this Privacy Policy or how we manage your personal data, please contact us at:

Email: info@le-tamelier.com
Phone: [Insert Phone Number]