

Privacy Policy – ServisKu Platform

(Compliant with Personal Data Protection Act 2010 – Malaysia)

Last Updated: [1st April 2026]

1. Introduction

This Privacy Policy describes how Aptech Systems ("we", "our", "us"), as a Data User under the Personal Data Protection Act 2010 (PDPA), collects, uses, and protects your personal data when you access or use the ServisKu platform, including our website and mobile applications ("Platform").

By using the Platform, you consent to the processing of your personal data in accordance with this Privacy Policy.

2. Types of Personal Data Collected

We may collect and process the following personal data:

2.1 Personal Information

- Name
- Phone number
- Email address

2.2 Account Information

- Login credentials
- Account preferences

2.3 Business Information (Service Providers)

- Business name
- Service categories and descriptions
- Portfolio images
- Business registration details (e.g., SSM number)
- Certifications (e.g., SKM, JPK)

2.4 Location Data

- Real-time or approximate location (subject to permission)

2.5 Usage Data

- Website and app interactions
 - Search activity
 - Service browsing behavior
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3. Purpose of Data Processing

Your personal data is processed for the following purposes:

- To provide and operate the Platform
 - To connect customers with service providers
 - To manage accounts and subscriptions
 - To improve platform performance and user experience
 - To ensure security and prevent misuse
 - To comply with legal obligations
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4. Disclosure of Personal Data

We may disclose your personal data:

- Between users (e.g., customer ↔ service provider interactions)
- To third-party service providers (e.g., Firebase, hosting services)
- To payment processors (e.g., Razorpay)
- Where required by law

We do not sell or rent your personal data.

5. Public Information

Information provided by service providers (e.g., business name, services, contact details) may be publicly visible on the Platform.

6. Transfer of Data Outside Malaysia

Your data may be processed outside Malaysia (e.g., Google Cloud servers). We ensure reasonable safeguards are in place.

7. Payments

Payments are processed through third-party providers such as Razorpay. We do not store sensitive payment information.

8. External Communication

Users may communicate via external platforms (e.g., WhatsApp). We are not responsible for such interactions.

9. Data Security

We implement reasonable safeguards to protect your data, but no system is fully secure.

10. Data Retention

We retain data only as long as necessary for operational and legal purposes.

11. Your Rights (PDPA)

You have the right to:

- Access your data
- Correct your data
- Withdraw consent
- Limit processing

Contact: contact@servisku.co

12. Consequences of Refusal

Failure to provide required data may limit your access to Platform features.

13. Third-Party Services

We use services such as:

- Firebase
 - Razorpay
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14. Children's Policy

The Platform is not intended for individuals under 13 (or 18 for service providers).

15. Changes

We may update this policy at any time.

16. Contact

Aptech Systems

Email: contact@servisku.co

Location: Sungai Petani, Kedah, Malaysia

17. Consent

By using the Platform, you agree to this Privacy Policy.