

Nineten.ai Privacy Policy & PDPA

1. Introduction

1. This privacy policy (the “Privacy Policy”) governs how we collect and process personal information through our websites including www.nineten.ai (the “Site”), our customer relationship management applications and related services, and through our normal business activities including when an individual or business registers to use our Services (a “Customer”) or corresponds with us by post, phone, email or otherwise (collectively, the “Services”).
2. In this Privacy Policy, “nineten.ai”, “we”, “us”, “our” and other similar references mean nineten.ai, a company established in Malaysia with an office at 18, Jalan LP 1a/3, Lestari Perdana, 43300 Seri Kembangan, Selangor, Malaysia.
3. The term “personal information” as used in this Privacy Policy shall mean any information that enables us to identify you, directly or indirectly, by reference to an identifier such as your name, identification number, location data, online identifier or one or more factors specific to you. Personal information excludes anonymous information or information that has had the identity of an individual permanently removed.
4. By registering for and using the Services, you accept the practices described in this Privacy Policy.
5. Pursuant to the requirements of the Personal Data Protection Act 2010 (hereinafter referred to as “PDPA”), this Notice is also issued to all our valued users and/or prospective users. nineten.ai is committed to the protection of your personal data and compliance with all applicable personal data protection laws and regulations in Malaysia. The following statements explain the general terms of nineten.ai regarding the collection and processing of your personal data.
6. Please note that if you are a user on a team or enterprise account, then, regardless of the representations below, the team or enterprise administrator(s) may have access to your information.

2. Your Consent

By providing your personal data to nineten.ai, you have read and accepted the statements herein and you have consented to the processing of your personal data by nineten.ai in the manner set out herein. If you provide personal data of third parties to nineten.ai, you warrant and represent that you have obtained the required consent of the third parties for the processing of the relevant personal data by nineten.ai in the manner set out herein. If you do not agree to this, you must not use the nineten.ai Site.

3. Information That We Collect

1. Information Customers Provide to Us

We collect and store personal information, such as your name, address, email address, phone number, usernames and passwords when you register to use our Services, ask a question, complete a form, conduct a transaction, send us an email or attend our events. If you do not provide the requested information, you may not be able to access or use some of the features and functions of our Services.

Furthermore, when you contact us (online or offline) in connection with a request for information or access the Services, we collect personal information through correspondence, chats, dispute resolution or information shared by you from other social applications, services or websites necessary to fulfil your request, grant you access to the Services and provide support. In order to register to use our Services, payment and billing information may also be required and we will maintain purchase records and transactional information which may contain personal information about you and your use of the Services.

2. Information Processed on Behalf of Our Customers

When Customers use our Services, nineten.ai will collect personal information and other information (“Content”) relating to third parties contained in mobile devices, email accounts and in other online, cloud or mobile services (“Authorized Sources”) where our Customers have authorized the Services to access such Authorized Sources. By using the Services and providing us with access to Authorized Sources, Customers warrant they have the right to provide us with access to each Authorized Source, as well as to the personal information and Content contained therein.

3. Information We Automatically Collect

NineTen.ai

We collect content or other information that you may provide or create when you interact with the Services. We may also automatically collect certain usage information when you access our Services, such as Internet Protocol (“IP”) addresses, log files, unique device identifiers, pages viewed, browser type, any links you click on to leave or interact with the Services and other usage information collected from cookies and other tracking technologies. We also collect IP addresses from users when they log into the Services and may also, when location-based Services are enabled, collect Global Positioning System (GPS) location data and/or motion data.

We collect general statistics to track user trends for our Services. The information that is collected in this manner does not provide us with any personal information about our users unless combined with other information we hold. This allows us to improve the content and operation of the Services, determine the most effective ways to communicate with our users and undertake research and analysis. We also use this technical information to prevent the introduction of viruses and hackers into the Services.

4. Information We Collect from Other Sources

We may also collect information from other companies, third parties or service providers to supplement the personal information and Content provided by our Customers to help maintain the accuracy of personal information and improve our Services. Where Non-Personal Information is combined with Personal Information, the combined information will be treated as Personal Information.

4. Cookies

Cookies, web beacons and clear gifs are methods used to uniquely identify the device you are using to interact with the Services. We use these technologies to recognize you, optimize the Services for you and gather information about how users interact with the Services. Any information provided to third parties through these technologies may provide general information for enhancing your user experience by delivering more relevant advertising. If you block or refuse these technologies, certain features or functions of our Services may not be available and your experience may be affected.

5. Information Usage

We will use your personal information for purposes including confirming your identity, completing transactions, providing, operating and maintaining the Services, operating

our business including internal business intelligence purposes, conducting research, product

development and enhancement, responding to your requests, delivering products and services you request, providing support related to the Services and customer services, protecting our Services including combating fraud and protecting personal information, informing you of changes made to our Site and Services, ensuring that our Services are presented effectively for you and your device, displaying content based on your interests and conducting marketing and commercial activities including notifying you of promotions, updates or special offers in line with your preferences.

6. Aggregating and Sharing Combined Information from Many Users

At no time will we aggregate and share information with other users in a manner that would allow you or any other person to be identified. However, we may prepare and share information about our Customers with third parties such as advertisers or partners for research, academic, marketing or promotional purposes. We or our third-party partners may publicly report aggregated findings of research or analysis only in a way that does not identify individuals.

7. Disclosure of Information to Outside Parties

1. In addition to the Aggregating and Sharing Combined Information section above, nineten.ai may disclose personal information and Content to members of our group or affiliates, our professional advisers such as auditors, accountants and lawyers and companies that provide services to help us with our business activities including data storage, maintenance services, database management, web analytics and payment processing.
2. We may also disclose personal information and Content if required to do so by law or in good-faith belief that disclosure is necessary to comply with legal obligations, protect our rights or property or protect the personal safety of users of our Services or the public.
3. As nineten.ai continues to develop its business, we may sell or acquire lines of business or assets. If substantially all of nineten.ai's business or assets are acquired by a third party, personal information may form part of the transferred business assets.

4. We may share aggregate data with advertisers and other third parties.
5. We require all third parties to respect the security of your personal information and to treat it in accordance with the law.
6. If you have any inquiries or complaints in respect of personal data, kindly communicate to nineten.ai in writing at: 18, Jalan LP 1a/3 Lestari Perdana 43300 Seri Kembangan Selangor, Malaysia or email siti@nineten.ai.

8. Storing of Information

We use hosting providers including Google Cloud and Alibaba Cloud services. Your information may therefore be transferred to and stored on servers located both within and outside Malaysia. nineten.ai maintains control of your information and protects it using technical and administrative security measures to reduce risks of loss, misuse, unauthorized access, disclosure and alteration.

9. Rights for Access and Correction or Modification of Information

In connection with your right to manage personal information you provide to us, you may access, update, change, correct or request deletion of your information either through the Services or through our customer support. Additionally, you may request access to any personal information we hold about you at any time by contacting siti@nineten.ai. There may be instances where access cannot be granted where disclosure would interfere with the privacy of others or result in a breach of confidentiality, in which case written reasons will be provided.

We will honour your choices regarding receiving marketing communications from us. Even if you choose not to receive marketing communications, we may continue to send mandatory service or transactional communications.

If you have any request in relation to the above-mentioned rights and/or any inquiry regarding your personal information or data, please contact:

Company: nineten.ai

Email: siti@nineten.ai

Company Address: 18, Jalan LP 1a/3, Lestari Perdana, 43300 Seri Kembangan, Selangor, Malaysia

10. Social Media Features

Our Services may use social media features such as Facebook sharing. These features may collect your IP address and information relating to the pages you visit within our Services and may set cookies to enable the feature to function properly. Your interactions with these features are governed by the privacy policies of the respective providers.

11. Security of Your Personal Data

We use physical, electronic and administrative safeguards to prevent unauthorized access, maintain data accuracy and ensure appropriate use of personal information. We use reasonable efforts to avoid the presence of malware on our Site or as part of the Services. Except to the extent caused by gross negligence or wilful misconduct, we disclaim liability associated with technical issues caused by the Services including malware transmitted through use of the Services. Access to personal information is limited to employees, agents and officers who require such information for their duties.

12. External Links

Other companies or organizations may have links to their websites within our Services. We are not responsible for how those organizations collect, use or secure the information you provide them. Accessing third-party websites is at your own risk and subject to their respective policies. Similarly, we use third-party APIs and tools to receive information from accounts you authorize. We are not responsible for errors associated with such tools.

13. Changes to Our Privacy Policy and PDPA

We may change this Privacy Policy and PDPA from time to time. Updated versions will be posted on our website. You are encouraged to review the most recent version whenever providing personal data to nineten.ai.

14. In Summary

Nineten.ai is committed to protecting your privacy. The information collected from our Services helps us better understand our market and customer interests and enables us to serve our customers and business associates more effectively.

If you have questions or suggestions regarding this Privacy Policy or our privacy practices, please email siti@nineten.ai.

This Privacy Policy was last updated on 21 March 2026.

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