

Nineten.ai Terms of Service

Effective Date: 21 March 2026

Welcome to the website of nineten.ai (“nineten.ai”, “we”, “us”, or “our”). By accessing or using our website located at <https://www.nineten.ai> (“Site”), you agree to be bound by the following Terms of Service. If you do not agree with any part of these Terms, please do not use our Site.

1. Use of the Website

You may use our Site for lawful purposes only. You agree not to use the Site in any way that:

- Violates applicable laws or regulations;
- Harms, exploits, or threatens others;
- Interferes with the security, integrity, or availability of the Site.

2. User Submissions (Contact Forms)

By submitting your information through any forms on our Site, you agree to provide accurate and complete information. All information submitted is subject to the nineten.ai Privacy Policy and PDPA, which governs how we collect, use, and protect your personal data in accordance with Malaysia’s Personal Data Protection Act (PDPA).

3. SaaS Access (Future Services)

When software-as-a-service (SaaS) features become available, your use of any login-based or subscription-based services will be governed by additional terms and conditions specific to that service. You are responsible for maintaining the confidentiality of your login credentials.

4. Videos, Blog Content, and External Links

Videos and blog articles made available on our Site are for informational purposes only. They do not constitute professional advice unless explicitly stated. We may include links to third-party websites over which we have no control. We are not responsible for the content or accuracy of any external websites linked from our Site.

5. WhatsApp Chat Integration

We provide a WhatsApp floating chat feature for general inquiries. Conversations through this feature may be recorded or monitored to improve service quality. You should not share sensitive or confidential information via WhatsApp unless requested securely by our team.

6. Intellectual Property

All content on this Site, including text, graphics, logos, videos, trademarks and other materials, is the property of nineten.ai or its licensors and is protected by applicable intellectual property laws. You may not reproduce, distribute or modify any part of the Site without our prior written consent.

7. Disclaimer of Warranties

This Site and its content are provided “as is” and “as available.” We make no warranties, express or implied, regarding the operation or availability of the Site, or the accuracy, completeness or reliability of any content.

8. Limitation of Liability

To the maximum extent permitted by law, nineten.ai shall not be liable for any indirect, incidental, special, consequential or punitive damages arising from or related to your use of the Site, even if we have been advised of the possibility of such damages.

9. Changes to Terms

We reserve the right to modify these Terms at any time. Changes will be posted on this page with an updated “Effective Date.” Continued use of the Site after any changes constitutes your acceptance of the updated Terms.

10. Governing Law

These Terms are governed by and construed in accordance with the laws of Malaysia. Any disputes arising from or related to these Terms shall be subject to the exclusive jurisdiction of the Malaysian courts.

Contact Us

For any questions about these Terms, please contact us at:

siti@nineten.ai

nineten.ai

18, Jalan LP 1a/3

Lestari Perdana

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Selangor, Malaysia

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