

Privacy Policy

1. Introduction

Welcome to **365 Production Sdn. Bhd.** (“Company,” “we,” “our,” or “us”). We take your privacy seriously and want to keep it transparent with how we collect, use, and share your data. This Privacy Policy explains how we handle information when you visit our website (the “Site”), use our services (the “Services”), or interact with us via **WhatsApp Business API**.

By using our Services, you agree to this Privacy Policy. If you’re not cool with it, you should stop using our Services.

2. Information We Collect

2.1 Info You Share with Us Directly

We collect personal details you provide when interacting with us, including:

- Name
- Email address
- Phone number (especially for WhatsApp interactions)
- Any other info you share during support chats, forms, or signups

2.2 Automatically Collected Data

When you use our Site, we may collect:

- IP address
- Browser type
- Device info
- How you interact with our Site and Services

2.3 WhatsApp Data

If you engage with us via WhatsApp:

- We collect and store only the info required to deliver and improve our communications (e.g., phone number, message content, opt-in timestamps).
- We **do not** access or store your contacts, private WhatsApp account info, or use the data to spam.

3. How We Use Your Info

We only use your data to:

- Provide our Services (like responding to inquiries or processing orders)
- Communicate with you via **WhatsApp and other channels**, only **after receiving your explicit opt-in**
- Improve and personalize our services
- Comply with legal obligations
- Send you promotional content **only if you’ve opted in** (and yes, you can always opt out)

4. How We Share Your Info

4.1 With Service Providers

We may share your data with trusted third-party vendors (e.g., for cloud hosting, payment processing, and analytics) who only use it to help us run our business better.

4.2 Legal Situations

We may share your info if required by law, regulation, or legal request (like court orders).

4.3 WhatsApp Business API Providers

We work with Meta-approved WhatsApp Business Solution Providers (BSPs). These providers help us manage chats securely and are GDPR- and WhatsApp-compliant.

5. Your Choices

5.1 Opting Out

You can opt out of marketing messages any time by:

- Clicking unsubscribe links in our messages
- Emailing us at sales@365production.net

5.2 Managing Your Info

You can request access, correction, or deletion of your personal data by emailing us. We got you.

6. Data Security

We take data security seriously. Our systems follow industry-standard measures to protect your info from unauthorized access, loss, or misuse. That includes:

- End-to-end encryption via WhatsApp
- Limited data retention
- Internal access control

7. Compliance with WhatsApp Business API

To keep everything transparent:

- We only message users who have **opted in** through clear, confirmed actions
- We use templates approved by Meta for any business-initiated messages
- Your data will **not** be sold or shared for ad targeting or unrelated campaigns

8. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we'll post the revised version here and update the "Effective Date" at the top. Major changes? We'll notify you directly.

9. Contact Us

Got questions or want to talk data? Hit us up:

 sales@365production.net
 www.365production.net