

QYeasy Privacy Policy

Last updated: 14 January 2026

Thank you for choosing to use QYeasy. This Privacy Policy explains how WING HENG TECHNOLOGY SDN. BHD. (the “Company”, “we”, “us” or “our”) collects, uses, discloses, and protects personal data when you access or use:

- www.qyeasy.com
- txpuro.com
- and any related/linked webpages, subdomains, mobile pages, applications, and back-end systems (collectively, the “Platform” or “Services”).

We take your privacy seriously and strive to explain our practices in a clear and transparent manner. This Policy is intended to support compliance with Malaysia’s Personal Data Protection Act 2010 (PDPA) and other applicable laws.

1. What information do we collect?

1.1 Personal data you provide to us

We may collect personal data that you voluntarily provide when you register, subscribe, request support, submit documents, or otherwise interact with the Platform, including:

- Account & contact data: name, email, phone number, job title, username, password, communication preferences
- Business data: company name, company registration details, business address, directors/shareholders information (where applicable), authorized signatory information
- Billing & payment data: billing address, invoicing information, transaction references (note: payment card information may be processed by payment service providers rather than stored by us)
- Support & communications: enquiries, feedback, ticket history, call/chat records (where applicable)

1.2 Data processed when you use specific modules

Because QYeasy provides business SaaS modules, we may process additional categories of data depending on the services you use:

(a) TxPuro (e-Invoice) module

- invoice/transaction metadata you enter or upload (e.g., invoice number, dates, items,

amounts, customer/supplier details), and related audit logs.

(b) QYeasy Payroll module

- payroll and employment-related data (e.g., employee identifiers, salary and allowances, deductions, statutory contribution details, bank account details for payroll processing, where applicable).

(c) Business Setup Services (if offered via the Platform)

- data and documents required for online company incorporation/registration, bank account opening support, and professional licence/permit applications, including identity documents, corporate documents, and application forms (as applicable).

1.3 Information collected automatically

When you access the Platform, we may automatically collect certain technical and usage information, such as:

- device and browser details, IP address, approximate location (derived from IP), log data, pages viewed, timestamps, and referring URLs.

2. How do we use your information?

We process personal data for purposes including:

- To create and manage accounts, authenticate users, and administer access
- To deliver the Services, including e-Invoice and payroll functions, generating reports, supporting workflows, and maintaining records
- To provide Business Setup Services (if applicable), including coordinating submissions, tracking status, and communicating with you about required documents
- To respond to support requests, troubleshoot issues, and improve customer experience
- To send administrative messages, such as service notices, system updates, security alerts, and policy changes
- To maintain security and prevent abuse, including detecting fraud, unauthorized access, or violations of our terms
- To comply with legal obligations and respond to lawful requests (e.g., regulatory, court orders, law enforcement)
- To improve and develop the Platform, including analytics, performance monitoring, and feature enhancement
- Marketing (where permitted): to send product/service updates and promotions; you may opt out at any time

3. Will your information be shared with anyone?

We may disclose personal data to the following categories, only to the extent necessary:

- Service providers (processors): hosting, cloud infrastructure, email delivery, analytics, customer support tools, and security services
- Payment processors: for billing and payment handling
- Government authorities / regulators (where applicable): e.g., where required for e-Invoice workflows or compliance submissions
- Banks / financial institutions (where applicable): for bank account opening support or payroll-related arrangements as instructed by you
- Professional partners / subcontractors (where applicable): e.g., company incorporation/secretarial support, professional licence assistance, subject to confidentiality obligations
- Legal / compliance: auditors, legal advisors, or when required to protect rights, safety, or enforce agreements

We do not sell personal data.

4. Do we use cookies and other tracking technologies?

We may use cookies and similar technologies (e.g., pixels, local storage) to:

- keep you signed in, remember preferences
- understand usage patterns and improve performance
- enhance security and prevent abuse

You may adjust cookie settings via your browser. Some features may not function properly if cookies are disabled.

5. How long do we keep your information?

We retain personal data only for as long as necessary to:

- provide the Services and maintain your account
- comply with legal, tax, audit, or regulatory obligations
- resolve disputes and enforce agreements

When we no longer have a legitimate need to process your personal data, we will delete, anonymize, or securely isolate it (e.g., in backups) until deletion is feasible.

6. How do we keep your information safe?

We implement reasonable administrative, technical, and organizational measures designed to protect personal data, such as access controls, role-based permissions, encryption where appropriate, and logging/monitoring.

However, no method of transmission or storage is 100% secure. You understand and agree that you use the Platform at your own risk.

7. Do we collect information from minors?

The Platform is intended for business users. We do not knowingly collect personal data from individuals under 18. If you believe a minor has provided personal data to us, please contact us so we can take appropriate steps.

8. What are your privacy rights?

Subject to applicable laws (including Malaysia PDPA), you may have rights to:

- request access to personal data we hold about you
- request correction of inaccurate or incomplete personal data
- withdraw consent (where processing is based on consent)
- request deletion or restriction in certain circumstances (where legally applicable)

To exercise these rights, contact us using the details in Section 12.

Important note for corporate accounts: If you use QYeasy under a company account, your company administrator may manage certain information and requests.

9. Cross-border transfer

Your personal data may be processed in Malaysia and/or other locations where our service providers operate. Where cross-border transfers occur, we will take reasonable steps to ensure appropriate safeguards consistent with applicable laws.

10. Controls for Do-Not-Track features

Most browsers provide “Do Not Track” signals. There is no uniform standard for recognizing these signals, and we may not respond to them consistently. We will update this Policy if a standard becomes mandatory.

11. Do we make updates to this Policy?

Yes. We may update this Policy from time to time to reflect business, operational, or legal changes. The updated version will be indicated by an updated “Last updated” date and will be effective when posted on the Platform. We encourage you to review this Policy periodically.

12. How can you contact us about this Policy?

If you have questions, requests, or complaints regarding this Policy or our data practices, please contact:

WING HENG TECHNOLOGY SDN. BHD.

Company Registration No.: 202301044555 (1538471X)

Registered Address: Level 36.01, Mid Zone, Exchange 106, Lingkaran TRX, Tun Razak Exchange, 55188 KL.

Email: tax@qyeasy.com

Phone: +60 3 8084 2224

13. How can you review, update, or delete your data?

You may review or update certain account information through your account settings (where available). For access/correction/deletion requests, please email us at tax@qyeasy.com with:

- your account email / company name
- request details (access/correction/deletion)
- supporting information for verification

We will respond within a reasonable timeframe in accordance with applicable laws.