Privacy Policy

*Xyberteq Innovations Sdn. Bhd. | Company No: 201701035190 (1249361-M)*

*No.14, Persiaran Damansara Endah, Damansara Endah, Damansara Heights, 50490 Kuala Lumpur, Malaysia*

*Date: November 12, 2025*

# Introduction

This Privacy Policy explains how Xyberteq Innovations Sdn. Bhd. collects and processes personal data across Sentient Spire QCS™ (core platform), Sentient Spire Advisory, Sentient Spire Exposure Intelligence, Sentient Spire Mobile Solution.

We comply with GDPR, PDPA (Malaysia), and applicable privacy laws.

# Controller & Contact

Controller: Xyberteq Innovations Sdn. Bhd., No.14, Persiaran Damansara Endah, Damansara Endah, Damansara Heights, 50490 Kuala Lumpur, Malaysia

Contact: privacy@xyberteq.com

# EU Representative

EU Representative (Article 27 GDPR): «Insert Provider: EDPO / DataRep / The DPO Centre», Registered Address, Contact Email (to be confirmed).

# Data We Process

Account information (name, email), operational telemetry (logs, device metadata), support interactions.

No special category data is intentionally processed.

# Purposes & Legal Bases

Service delivery (Contract), security & fraud prevention (Legitimate interest), communications (Legitimate interest/Consent).

# International Transfers

Where data is transferred outside the EEA, we rely on SCCs (2021/914) and additional safeguards.

# Retention

We retain data only as long as necessary for the purposes described, then delete or anonymise. Typical retention for logs: 180 days.

# Your Rights

Access, rectification, deletion, restriction, portability, objection. Submit requests to privacy@xyberteq.com or our web form.

# Cookies

We use essential and analytics cookies. Cookie preferences are available through our banner prior to activation of non‑essential cookies.

# Security

Encryption in transit/at rest, access control, monitoring, incident response.

# Children

Our services are not directed to children under 16.

# Changes

We may update this Policy; the latest version will be posted on our website.

# Intellectual Property

Xyberteq Innovations Sdn. Bhd. holds registered copyrights over its proprietary software and documentation. Reference: Company copyright certificate on file.