

# 11. Privacy Policy

## Introduction

We take user privacy very seriously, especially the confidentiality and security of your information and data. Hereby, we present our privacy policy to you in order for you to understand how we collect, use, maintain, retain, preserve, and protect your data. Acknowledgement and consent to the collection, transfer, manipulation, storage, disclosure, and other uses of your information and data are required to be agreed upon usage of the services provided by VYROX INTERNATIONAL SDN BHD through the VYROX AI Smart Mirror, including its website, software, hardware and related applications.

## I. Who We Are

VYROX AI Smart Mirror is an intelligent home automation device designed to enhance user convenience, security, and smart living experiences. It integrates AI-driven features to provide personalized information, home control, and interactive functionalities. The VYROX AI Smart Mirror and its related services, including its website, hardware and software, are developed and maintained by VYROX INTERNATIONAL SDN BHD.

## II. What Information and Data We Collect

We collect data such as name, contact number, email address, car plate number, national identity number, passport number, credit card number, debit card number, and other necessary information required for the use of the VYROX AI Smart Mirror through terminal, our website or smartphone apps. The direct and relay delivery of your personal information and data for the use of this software is voluntary and does not prejudice the interests of any third parties.

## III. How We Use Your Information and Data

Your information and data may be used and processed for purposes including but not limited to:-

1. To verify your identity for access to the VYROX AI Smart Mirror and its related applications.
2. To ensure your service requests are fulfilled as per your expectations.
3. To analyze user demographics and behaviors for function enhancements of the VYROX AI Smart Mirror and its software.
4. To improve efficiency in communication, billing, payments, and daily operations.
5. To suggest information that may be useful to you.
6. To recommend products or services that may be of interest to you.

## IV. How We Share Your Information and Data with Third Parties

We do not sell or trade your information and data with any third party. We do not transfer or expose your data without your consent. Your information will only be shared with trusted third parties or affiliates essential to fulfilling service requests initiated by you, including but not limited to identity verification, ownership verification, payment processing, efficient communication, visitor management, customer relationship management, and other related management activities.

## V. How We Obtain Your Information and Data

Whenever you connect your device to the internet, an Internet Protocol (IP) address is assigned. When

you access the VYROX AI Smart Mirror hardware, website and software, we may record your IP to deliver requested digital content. Information such as your search history, interactions, and time spent on different features may be logged for user behavior analysis, performance monitoring, and cybersecurity purposes. This helps enhance usability, information quality, efficiency, and customer satisfaction.

## **VI. How We Retain Your Information and Data**

Your data is securely stored for accounting, auditing, and compliance purposes as required by law. Thereafter, your data will be deleted or permanently anonymized. VII. Web Cookies Web cookies are small data files stored on your device to enhance your experience when using the VYROX AI Smart Mirror hardware, website and software. These cookies improve user experience by ensuring faster and smoother interactions. You have full control over accepting, denying, or deleting cookies via your browser settings. No personal information is stored in cookies.

## **VIII. Consent and Communication**

By using our VYROX AI Smart Mirror hardware, website, and software, you expressly consent and agree that VYROX INTERNATIONAL SDN BHD and its affiliates may contact you via email, instant messaging, phone calls, postal mail, smartphone app notifications, and text messages for purposes including, but not limited to, service updates, customer support, and recommendations for products and services that may be of interest to you.

Should you no longer wish to receive marketing or promotional communications, you may opt-out at any time by sending a written request to [enquiry@vyrox.com](mailto:enquiry@vyrox.com). We will process your request within a reasonable time frame, and upon confirmation, you will be removed from marketing-related communications.

However, please note that opting out of promotional communications does not exempt you from receiving important service-related notifications, security alerts, system updates, and legal notices that are necessary for the operation, compliance, and security of VYROX AI Smart Mirror and its associated services.

## **IX. Changes to This Privacy Policy**

We might update this privacy policy from time to time to improve the privacy practice when needed. The updated policy will be made available by posting on the VYROX AI Smart Mirror website, hardware and software. You are advised to review the latest version of the privacy policy always to avoid conflict of usage that could happen.

## **X. Protection and Guarantee**

We commit to protecting your information and data from third parties, but we are unable to guarantee that the transmission of your information and data over the internet when you use the VYROX AI Smart Mirror website, hardware and software is absolutely secure and assured. The internet is a public computer network that everyone with internet service is able to access; hence, there is always a possibility that unintentional leaks of information and data could happen without our control. Thereby, we are not responsible for any event or damage that arises from unauthorized access to your information and data. You as a user, please advise us of any abnormal usage experience or unusual event that may indicate a breach of information, data, and system security so that we can take immediate investigation and action as early as possible. At any time, you may request to remove your contact details from the record of the VYROX AI Smart Mirror website, hardware and software by writing to [enquiry@vyrox.com](mailto:enquiry@vyrox.com).

You are free to inform us of your request to terminate your account and delete it from our database at any time. This Privacy Policy constitutes the entire agreement between you and us with respect to the use and collection of your information and data. Except as expressly provided herein, this Privacy Policy

supersedes all other understandings, agreements, representations, and warranties, both written and oral, on the same or similar subject matter.

## XI. Contact Us

You have the right to access to the information and data about you and your account that was collected and stored with us by writing to [enquiry@vyrox.com](mailto:enquiry@vyrox.com) at any time. Access, review, rectification of any inaccurate and incomplete information and data may be subject to payments or fees. Please do not hesitate to contact us if you have a question about this privacy policy.

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