

Privacy Policy

Effective Date: 19 August 2026

EasyNet.my ("EasyNet.my", "we", "us", or "our") respects your privacy and is committed to protecting the personal information that you provide to us when using our website, products and services.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information in connection with our website, domain registration services, web hosting, email hosting, VPS/server services, and other services provided by EasyNet.my.

1. Information We Collect

Depending on the services you use, we may collect the following information:

- Name and contact details, including email address, telephone number and mailing address.
- Business or company information where applicable.
- Account login and authentication information.
- Domain registration information, including information required by domain registries or registrars.
- Billing and transaction information.
- Payment-related information provided through our payment processors. We generally do not store complete credit card or banking credentials on our own systems.
- IP addresses, browser information, device information and server logs.
- Information contained in websites, databases, emails or files that you choose to store using our hosting services.
- Communications and support requests submitted to us.
- Any other information voluntarily provided to us.

2. How We Use Your Information

We may use personal information for purposes including:

- Creating and maintaining your customer account.
- Providing, activating and managing hosting, domain and related services.
- Processing payments, invoices and refunds.
- Registering and managing domain names.
- Providing technical support and responding to enquiries.
- Monitoring and maintaining the security, stability and performance of our systems.
- Detecting, preventing and investigating fraud, abuse, spam, malware and other unlawful activity.
- Sending service-related notifications, including billing, renewal, maintenance and security notices.
- Improving our website, systems and services.
- Complying with applicable laws, regulations, court orders and lawful requests from authorities.
- Protecting our rights, property, systems, customers and users.

We may also use information in aggregated or anonymised form for statistical, analytical and service improvement purposes.

3. Hosting Customer Data

If you use EasyNet.my hosting services, you may store website files, databases, email messages and other information on our infrastructure.

EasyNet.my does not routinely inspect the content of customer websites or files except where reasonably necessary to:

- provide technical support;
- maintain or troubleshoot our systems;
- investigate security incidents, abuse or suspected violations;
- comply with legal obligations; or
- protect our infrastructure, customers or third parties.

Customers remain responsible for the content and personal information that they collect or process through their own websites and applications.

4. Domain Registration Information

When registering a domain name, certain information may need to be submitted to the applicable domain registry, registrar, registry operator or other authorised service provider.

The information required may vary depending on the domain extension.

Where required, EasyNet.my may transmit relevant registration information to these third parties for the purpose of registering, maintaining, transferring or administering a domain name.

The publication or availability of domain registration information is subject to the rules and policies of the relevant registry or registrar.

5. Payment Processing

Payments may be processed through third-party payment providers, banks or payment gateways.

We may receive transaction information such as:

- transaction amount;
- payment status;
- transaction reference;
- payer name;
- payment method; and
- other information required to reconcile the transaction.

Payment providers may independently process information in accordance with their own privacy policies and terms.

6. Cookies and Similar Technologies

EasyNet.my may use cookies and similar technologies to:

- maintain login sessions;
- remember preferences;
- improve website functionality;
- analyse website usage; and
- help protect our website against fraud and abuse.

You may configure your browser to reject or delete cookies. Certain website functions may not operate correctly if required cookies are disabled.

7. Disclosure of Information

We do not sell or rent customer personal information.

We may disclose information where reasonably necessary to:

- domain registries and registrars;
- payment processors and financial institutions;
- infrastructure, datacenter, security and technology providers;
- service providers assisting us in operating our business;
- professional advisers;
- law enforcement or government authorities where legally required or permitted;
- investigate suspected fraud, abuse, security incidents or violations of our Terms of Service; or
- protect the rights, property or safety of EasyNet.my, our customers or other parties.

Third-party service providers may only receive information reasonably necessary for the services they provide.

8. Data Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, disclosure, alteration, loss or destruction.

However, no Internet transmission or electronic storage system can be guaranteed to be completely secure.

Customers are responsible for maintaining the security of their own account credentials, passwords, applications and website software.

9. Data Retention

We retain personal information for as long as reasonably necessary to:

- provide our services;
- maintain business and financial records;
- resolve disputes;
- enforce agreements;

- comply with legal, regulatory or accounting requirements; or
- protect our legitimate business interests.

When information is no longer reasonably required, it may be deleted, anonymised or securely disposed of, subject to applicable legal and operational requirements.

10. Customer Responsibilities

Customers are responsible for ensuring that information submitted to EasyNet.my is accurate and up to date.

Customers who operate websites or applications that collect personal information from their own users are responsible for complying with applicable privacy and data protection laws and for providing appropriate privacy notices to their users.

11. International Transfers

Some service providers, infrastructure providers, registries or technology partners may process or store information outside Malaysia.

Where personal information is transferred to another jurisdiction, we will take reasonable steps appropriate to the circumstances to protect that information and comply with applicable legal requirements.

12. Your Privacy Rights

Subject to applicable laws and any relevant exceptions, you may have rights relating to your personal information, including the right to:

- request access to personal information we hold about you;
- request correction of inaccurate or incomplete information;
- withdraw consent where processing is based on consent; and
- make enquiries or complaints regarding the handling of your personal information.

Requests may be subject to reasonable verification requirements and applicable legal limitations.

13. Children's Privacy

Our services are not specifically directed at children.

We do not knowingly collect personal information from children where such collection is prohibited by applicable law.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, technology, business practices or applicable legal requirements.

The updated version will be published on our website with the revised effective date.

15. Contact Us

If you have questions, requests or complaints regarding this Privacy Policy or the handling of your personal information, please contact EasyNet.my through the contact details published on our website.

EasyNet.my

Website: <https://easynet.my>

By using our website or services, you acknowledge that you have read and understood this Privacy Policy.