

# PRIVACY POLICY

Effective Date: December 2025

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**Perbadanan Putrajaya** is committed to the privacy of our users. This Web App, the **Lentera Putrajaya AI Tour Guide** ("Web App"), is a collaborative effort involving Perbadanan Putrajaya, PixeVision, Radmik Solutions, and Cloud Kinetics. We attempt to provide a safe and secure environment for all users.

This Privacy Statement describes the online data collection and usage policies and practices that apply to this Web App. By accessing the Web App, you confirm that you have read and understand this Privacy Statement, and that you consent to the policies and practices described herein.

Your data will be stored and processed in Malaysia. If you access this Web App from any other country, your usage constitutes consent to the transfer of your data out of your country and to Malaysia.

## Collection and Retention of Information

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We may gather certain information about your use of our Web App, such as what features you use and your interaction with the AI Chatbot.

**AI Interaction Data:** Please remember that interactions with the AI Chatbot are processed to generate responses. We advise against posting sensitive personal information (such as financial details or home addresses) in the chat interface.

## How We Use the Information We Gather

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Perbadanan Putrajaya and its technology partners use your information to operate the AI Tour Guide and provide the services you have requested. We may also use anonymized data to improve the performance of our AI models.

We rely on user feedback to improve our services. Any feedback you submit becomes our property, and we will use such feedback to enhance our services to you.

## Disclosure of Information

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Perbadanan Putrajaya will not disclose to third parties your personal and/or demographic information except as set forth below:

- 1. Legal Requirements:** Perbadanan Putrajaya may disclose such information if legally required to do so, if requested by a governmental entity, or if we believe in good faith that such action is necessary to:
  - Conform to legal requirements or comply with legal process;
  - Protect the rights or property of Perbadanan Putrajaya;
  - Prevent a crime or protect national security; or
  - Protect the personal safety of users or the public.

## Access, Rectify or Limit the Process of Your Personal Information

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You may at any time request to access, rectify, update or limit the process of your personal information by writing to us at the contact details set up below:

### **Perbadanan Putrajaya**

Kompleks Perbadanan Putrajaya,  
24, Persiaran Perdana, Presint 3,  
62675 Putrajaya.  
Email: ppjonline@ppj.gov.my  
Phone: 03-8000 8000  
Fax: 03-88875000

In the event you do not consent to the processing of your Personal Information as above, we may not be able to provide you with the full functionality of the AI Tour Guide service.

## Use of Cookies

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The Web App uses "cookies" to personalize and maximize your online experience. A cookie is a text file that is placed on your hard drive by a Web page server. Cookies are not used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a Web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, a cookie helps us recall your specific information (such as your Google SSO session) so you do not need to log in every time you visit. We also use cookies to track click streams and for load balancing to ensure the AI service remains responsive.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline all cookies if you prefer. If you choose to decline cookies, however, that may hinder performance and negatively impact your experience on the Web App.

## Security

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Perbadanan Putrajaya and its tech partners has implemented reasonable technical and organizational measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, or disclosure. However, we cannot guarantee that unauthorized third parties will never be able to defeat those measures or use your personal information for improper purposes.

## Changes to Privacy Statement

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If we decide to change our Privacy Statement, we will post those changes here so that you will always know what information we gather, how we might use that information, and to whom we will disclose it.

## Contact Information

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We welcome your comments concerning this Privacy Statement. If you believe that we have not adhered to this Statement, please inform us and we will use reasonable efforts to determine and remedy the problem.