

Privacy Policy

Last Updated: February 14, 2026

At **fiberinternetonline.my**, we are committed to protecting your personal data and ensuring your privacy. This Privacy Policy explains how we collect, use, and protect your information in compliance with the **Malaysian Personal Data Protection Act (PDPA) 2010**.

1. Information We Collect

When you apply for a TIME Fiber broadband subscription through our website, we collect personal information including:

- Full Name (as per NRIC/Passport)
- NRIC/Passport Number (for service registration only)
- Contact Number and Email Address
- Installation Address

2. How We Use Your Information

Your information is used strictly for the following purposes:

- To verify coverage for the requested installation address.
- To register and process your application through the official service provider's Dealer Portal.
- To provide updates regarding your installation and service status.

3. Data Protection and Security

We take security seriously:

- **Direct Submission:** Information is entered directly into the authorized service provider's system (TIME dotCom Berhad) for order fulfillment.
- **No Permanent Storage:** We do not maintain a permanent local database of sensitive personal documents. Once the application is processed, temporary records are securely deleted.
- **Confidentiality:** Access to your data is strictly limited to the site administrator for the sole purpose of application processing.

4. Disclosure to Third Parties

We do not sell, trade, or otherwise transfer your personal information to outside parties. Your data is only shared with **TIME dotCom Berhad** as the service provider to fulfill your subscription request.

5. Your Rights

Under the PDPA 2010, you have the right to access, correct, or request the deletion of your personal data.

6. Contact Us

If you have any questions regarding this Privacy Policy or how your data is handled, you may contact our support team:

- **Email:** sales@fiberinternetonline.my
- **Phone/WhatsApp:** +601133038836
- **Website:** <https://fiberinternetonline.my>