

Metaphysics Alliance â Privacy Policy

Last updated: 19 October 2025

Scope: This policy applies to all clients, prospects, programme participants, and visitors engaging with Metaphysics Alliance services, events, or digital platforms.

Data Controller: Metaphysics Alliance (meta-alliance.my), operating from Menara Mitraland, Kota Damansara, Selangor, Malaysia.

Personal Data We Collect:

- Identity and contact information (name, honorific, email, phone, company, billing address).
- Consultation inputs (birth details, floor plans, team structures, business metrics, questionnaires, supporting documents).
- Operational records (service history, booking details, invoices, payment confirmations, session notes, follow-up actions).
- Website interaction data (language preference cookies, device metadata, privacy-filtered analytics; no behavioural advertising).

How We Use Personal Data:

- Deliver readings, audits, workshops, reports, and tailored recommendations in line with our engagement.
- Respond to enquiries, coordinate sessions, share resources, and provide follow-up support when you request it.
- Manage billing, accounting, record keeping, fraud prevention, and verify identity or authority when required.
- Fulfil legal obligations, enforce agreements, protect intellectual property, and respond to lawful regulatory requests.

Security & Retention:

- Core client records retained for seven (7) years to satisfy PDPA and accounting rules.
- Inactive prospect enquiries are removed after 18 months without engagement.
- Raw analysis inputs (floor plans, spreadsheets, recordings) are deleted within 90 days of project sign-off unless you request archival.
- Safeguards include encrypted storage, role-based access, certified infrastructure, and documented annual security reviews.

Sharing & Cross-Border Transfers:

- We never sell personal data. Disclosures occur only to vetted processors or when required by law.
- Service providers (payment gateways, secure cloud storage, communications, analytics) operate under PDPA-aligned agreements.
- International tools must demonstrate comparable protection and accept contractual audit rights.

Your Rights under PDPA:

- Request access to the data we hold about you and receive a portable copy of data you supplied.
- Ask for corrections, deletion, or anonymisation subject to statutory retention requirements.
- Withdraw consent for optional uses, including marketing communications, at any time.
- Object to or restrict processing where your circumstances justify it.
- Submit requests by emailing privacy@meta-alliance.my with the subject line â PDPA Requestâ .
- We acknowledge within one (1) business day and aim to resolve within five (5) business days, advising if more time (up to 21 days) is legally required.
- We may request proof of identity or authority to protect your information from unauthorised disclosure.

Contact

Data Protection Lead, Metaphysics Alliance

Email: privacy@meta-alliance.my

Phone: +60 16-587-3141

Address: Menara Mitraland, 13A Jalan PJU 5/1, Kota Damansara, 47810 Petaling Jaya, Selangor, Malaysia.