

UMMAH MOBILITY MOBILE APPLICATION

PRIVACY POLICY

Last Updated: 24th June 2026

1. INTRODUCTION

This Privacy Policy explains how Theta Edge Berhad ("Theta Edge", "Ummah Mobility", "we", "our" or "us") collects, uses, discloses, stores and protects your personal data when you use the Ummah Mobility mobile application, website and related services ("Platform").

By using the Platform, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use and disclosure of your personal data in accordance with this Policy and applicable laws.

This Privacy Policy is intended to comply with the Personal Data Protection Act 2010 ("PDPA") and other applicable laws and regulations.

2. WHO WE ARE

Ummah Mobility is a digital platform operated by Theta Edge Berhad that enables users to:

- Search and compare Umrah packages;
 - Purchase Umrah and travel-related services;
 - Manage travel bookings;
 - Access pilgrimage guidance and educational content;
 - Connect with licensed travel agencies and service providers.
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3. PERSONAL DATA WE COLLECT

We may collect the following categories of personal data:

A. Identity Information

- Full name
- NRIC, passport or identification number
- Date of birth

- Gender
- Nationality
- Passport details
- Passport expiry date

B. Contact Information

- Mobile number
- Email address
- Residential address
- Emergency contact details

C. Account Information

- Username
- Password (encrypted)
- Login records
- Device information

D. Travel Information

- Booking history
- Travel preferences
- Flight information
- Hotel information
- Visa information
- Pilgrimage records

E. Financial Information

- Payment transaction records
- Billing information
- Payment method details

For security reasons, Ummah Mobility does not store complete payment card details unless specifically permitted by applicable law and payment industry standards.

F. Technical Information

- IP address
- Device identifiers
- Mobile operating system
- Browser information
- App usage information

- Log data

G. Location Information

Where permission is granted, we may collect location information to improve service delivery and provide location-based features.

H. Voluntary Information

Any information you voluntarily provide through customer support, surveys, feedback forms or communications with us.

4. SENSITIVE PERSONAL DATA

Certain travel services may require the collection of sensitive personal data including:

- Health declarations
- Vaccination records
- Mobility assistance requirements
- Dietary requirements
- Religious travel requirements

Sensitive personal data will only be collected where necessary for the provision of services and in accordance with applicable law.

5. HOW WE COLLECT PERSONAL DATA

We may collect personal data:

- Directly from you during registration or booking;
- Through forms submitted via the Platform;
- Through interactions with customer support;
- Through travel agencies participating on the Platform;
- Through payment service providers;
- Through government or regulatory requirements related to travel;
- Automatically through your use of the Platform.

6. PURPOSES OF PROCESSING

We may use your personal data for the following purposes:

A. Service Delivery

- Creating and managing user accounts;
- Processing bookings and payments;
- Managing travel arrangements;
- Facilitating visa applications;
- Providing customer support.

B. Travel Agency Fulfilment

- Sharing booking information with licensed travel agencies;
- Coordinating travel arrangements;
- Managing package fulfilment.

C. Communications

- Booking confirmations;
- Service notifications;
- Customer support communications;
- Security alerts.

D. Regulatory Compliance

- Compliance with immigration requirements;
- Compliance with tourism regulations;
- Compliance with legal obligations.

E. Security

- Fraud prevention;
- Identity verification;
- Risk management;
- Platform security monitoring.

F. Service Improvement

- Analytics and performance measurement;
- Product improvement;
- User experience enhancement.

G. Marketing

With your consent where required, we may send:

- Promotional offers;
- Product updates;
- Travel recommendations;
- Educational content.

You may opt out of marketing communications at any time.

7. DISCLOSURE OF PERSONAL DATA

A. Travel Agencies

Licensed travel agencies offering packages through Ummah Mobility.

B. Service Providers

- Airlines
- Hotels
- Ground transportation providers
- Visa processing partners
- Insurance providers
- Payment processors

C. Professional Advisors

- Lawyers
- Auditors
- Consultants

D. Government Authorities

Where required by law or regulatory obligations.

E. Technology Providers

Cloud hosting providers, cybersecurity vendors, analytics providers and technical support partners.

8. CROSS-BORDER DATA TRANSFER

Because Umrah travel involves international travel arrangements, your personal data may be transferred to countries outside Malaysia, including:

- Saudi Arabia
- United Arab Emirates
- Transit countries
- Other countries involved in travel fulfilment

We will take reasonable measures to ensure that personal data transferred internationally receives an appropriate level of protection.

9. DATA RETENTION

Personal data will be retained only for as long as necessary:

- To provide services;
- To comply with legal obligations;
- To resolve disputes;
- To enforce agreements;
- To satisfy regulatory requirements.

After the retention period, data will be securely deleted, anonymised or destroyed.

10. SECURITY OF PERSONAL DATA

We implement reasonable administrative, technical and organisational safeguards including:

- Encryption
- Secure authentication
- Access controls
- Audit logging
- Network security measures
- Regular security reviews

While we strive to protect your personal data, no system can guarantee absolute security.

11. YOUR RIGHTS

Subject to applicable laws, you may:

- Request access to your personal data;
- Request correction of inaccurate information;
- Withdraw consent where permitted;
- Request restriction of processing where applicable;
- Object to certain forms of processing;
- Request deletion where legally permissible.

Requests may be submitted using the contact details provided below.

12. COOKIES AND SIMILAR TECHNOLOGIES

The Platform may use cookies, analytics technologies and similar tools to:

- Improve user experience;
- Measure platform performance;
- Personalise content;
- Enhance security.

Users may manage cookie preferences through device or browser settings where applicable.

13. CHILDREN'S PRIVACY

The Platform is intended for users aged 18 years and above.

Where travel bookings involve minors, personal data relating to minors must be submitted by a parent, guardian or authorised representative.

14. THIRD-PARTY LINKS

The Platform may contain links to third-party websites, applications or services.

Ummah Mobility is not responsible for the privacy practices of third-party services.

Users are encouraged to review the privacy policies of those third parties.

15. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time.

Material changes will be communicated through the Platform, email notifications or other appropriate channels.

Continued use of the Platform following updates constitutes acceptance of the revised Privacy Policy.

16. CONTACT US

For questions regarding this Privacy Policy or your personal data, please contact:

Data Protection Officer: Ummah Mobility Operated by Theta Edge Berhad

Email: privacy@ummahmobility.com

Customer Support: support@ummahmobility.com

Website: www.ummahmobility.com

17. CONSENT

By registering for, accessing or using the Platform, you acknowledge and consent to the collection, use, disclosure and processing of your personal data in accordance with this Privacy Policy.