Privacy Policy

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Updated October 2026: added sections on personal messages from TCGKL, our chat assistant, and ad measurement.

Trading Card Games Kuala Lumpur (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how your personal information is collected, used, and disclosed by Trading Card Games Kuala Lumpur.

This Privacy Policy applies to our website, https://tcgkl.com (https://tcgkl.com), and its associated subdomains (collectively, our “Service”) alongside our application. By accessing or using our Service, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy and our Terms of Service.

Definitions and Key Terms

To help explain things as clearly as possible in this Privacy Policy, every time any of these terms are referenced, they are strictly defined as:

- Cookie: A small amount of data generated by a website and saved by your web browser. It is used to identify your browser, provide analytics, and remember information about you such as your language preference or login information.
- Company: When this policy mentions “Company,” “we,” “us,” or “our,” it refers to HAJOON CAPITAL SDN BHD (No. 9-1, Jalan AU 1A/4B, Taman Keramat Permai, 54200 Kuala Lumpur), that is responsible for your information under this Privacy Policy.
- Country: Where Trading Card Games Kuala Lumpur or the owners/founders are based, in this case Malaysia.
- Customer: Refers to the company, organization or person that signs up to use the Trading Card Games Kuala Lumpur Service to manage the relationships with your consumers or service users.
- Device: Any internet-connected device such as a phone, tablet, computer or any other device that can be used to visit Trading Card Games Kuala Lumpur and use the services.
- IP Address: Every device connected to the Internet is assigned a number known as an Internet Protocol (IP) address. These numbers are usually assigned in geographic blocks. An IP address can often be used to identify the location from which a device is connecting to the Internet.
- Personnel: Refers to those individuals who are employed by Trading Card Games Kuala Lumpur or are under contract to perform a service on behalf of one of the parties.
- Personal Data: Any information that directly, indirectly, or in connection with other information — including a personal identification number — allows for the identification or identifiability of a natural person.

- Service: Refers to the service provided by Trading Card Games Kuala Lumpur as described in the relative terms (if available) and on this platform.
- Third-party Service: Refers to advertisers, contest sponsors, promotional and marketing partners, and others who provide our content or whose products or services we think may interest you.
- Website: Trading Card Games Kuala Lumpur's site, which can be accessed via this URL: https://tcgkl.com (https://tcgkl.com)
- You: A person or entity that is registered with Trading Card Games Kuala Lumpur to use the Services.

What Information Do We Collect?

We collect information from you when you visit our website, register an account, place a booking, or take part in event activities like stamp rallies.

- Name / Username
- Phone Numbers
- Email Addresses
- Billing / Delivery Address
- Payment Information (processed securely by Stripe — card data is never stored by TCGKL)
- Date of birth (used for age-appropriate event programming)
- Gender (used in aggregate audience analysis for event planning)
- Occupation / employment status (used to plan event timing and partner programming)

Stamp Rally and Event Programming Data

When you take part in a TCGKL stamp rally or claim a prize at an event, we collect the following information so staff can verify the prize handover and so we can plan future events that fit our audience:

- Full name — so on-the-day staff can verify the prize claim.
- Date of birth — so we can offer age-appropriate event invitations and access. We do not knowingly collect personal data from children under 13 (see "Kids' Privacy" below).
- Gender — used only in aggregate (anonymised) reporting on event programming and audience composition. We do not target marketing based on gender.
- Occupation / employment status — used to plan event time slots (weekdays vs weekends) and to match suitable brand partners. Reported only in aggregate.

You can review or update any of these fields at any time from your TCGKL Profile). You can also withdraw consent by contacting us at privacy@tcgkl.com (mailto:privacy@tcgkl.com); note that withdrawing consent for these fields means we will be unable to issue stamp rally prizes that require name verification.

When Do We Use End User Information from Third Parties?

Trading Card Games Kuala Lumpur will collect End User Data necessary to provide the services to our customers. End users may voluntarily provide us with information they have made available on social media websites. If you provide us with any such information, we may collect publicly available information from the social media websites you have indicated. You can control how much of your information social media websites make public by visiting these websites and changing your privacy settings.

When Do We Use Customer Information from Third Parties?

We receive some information from third parties when you contact us. For example, when you submit your email address to us to show interest in becoming a customer, we receive information from a third party that provides automated fraud detection services to Trading Card Games Kuala Lumpur. We also occasionally collect information that is made publicly available on social media websites. You can control how much of your information social media websites make public by visiting these websites and changing your privacy settings.

Do We Share the Information We Collect with Third Parties?

We may share the information that we collect, both personal and non-personal, with third parties such as advertisers, contest sponsors, promotional and marketing partners, and others who provide our content or whose products or services we think may interest you. We may also share it with our current and future affiliated companies and business partners, and if we are involved in a merger, asset sale or other business reorganization, we may also share or transfer your personal and non-personal information to our successors-in-interest.

We may engage trusted third-party service providers to perform functions and provide services to us, such as hosting and maintaining our servers and the website, database storage and management, e-mail management, storage marketing, credit card processing, customer service and fulfilling orders for products and services you may purchase through the website. We will likely share your personal information, and possibly some non-personal information, with these third parties to enable them to perform these services for us and for you.

We may share portions of our log file data, including IP addresses, for analytics purposes with third parties such as web analytics partners, application developers, and ad networks. If your IP address is shared, it may be used to estimate general location and other technographics such as connection speed, whether you have visited the website in a shared location, and type of the device used to visit the website. They may aggregate information about our advertising and what you see on the website and then provide auditing, research and reporting for us and our advertisers.

We may also disclose personal and non-personal information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate in order to respond to claims, legal process (including subpoenas), to protect our rights and interests or those of a third party, the safety of the public or any person, to prevent or stop any illegal, unethical, or legally actionable activity, or to otherwise comply with applicable court orders, laws, rules and regulations.

Where and When Is Information Collected from Customers and End Users?

Trading Card Games Kuala Lumpur will collect personal information that you submit to us. We may also receive personal information about you from third parties as described above.

How Do We Use the Information We Collect?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience (your information helps us to better respond to your individual needs)
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions
- To administer a contest, promotion, survey or other site feature
- To send periodic emails

How Do We Use Your Email Address?

By submitting your email address on this website, you agree to receive emails from us. You can cancel your participation in any of these email lists at any time by clicking on the opt-out link or other unsubscribe option that is included in the respective email. We only send emails to people who have authorized us to contact them, either directly, or through a third party. We do not send unsolicited commercial emails, because we hate spam as much as you do.

By submitting your email address, you also agree to allow us to use your email address for customer audience targeting on sites like Facebook, where we display custom advertising to specific people who have opted-in to receive communications from us. Email addresses submitted only through the order processing page are used to send you information and updates about your order and, in hashed form, for ad measurement as described under “Ad Measurement” below.

Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

Ad Measurement

When you view our event pages, add items to your cart, start checkout or pay, we may send details of these actions to Meta (Facebook and Instagram) and TikTok so that we can measure whether our ads led to a booking. With these details we may send your email address, phone number, account ID and, to Meta only, your name, in hashed form. Hashing turns each detail into a code. The platform can match that code against its own records. We may also send your IP address, browser type, advertising cookie IDs, and what you viewed or bought with the amount.

Google Analytics receives your account and browser IDs, what you bought and the amount. It does not receive your email address, phone number or name.

Personal Messages from TCGKL and Our Chat Assistant

Our team may contact some past customers personally by WhatsApp or email about an event, booking or artist that may interest them, based on what they bought or booked with us before. A member of our team checks and sends every such message. We do not send these messages to anyone we know is under 18.

You can stop these messages at any time. Reply “STOP” to our WhatsApp message, use the unsubscribe link in our email, or email us at privacy@tcgkl.com (mailto:privacy@tcgkl.com). We then keep your phone number or email address on a do-not-contact list, so that we do not contact you again for this purpose. Email addresses given to us only through the order processing page are not used for these messages.

Kaylyn, the chat assistant on our website, is an automated assistant. To answer your question, the text you type is sent to third-party AI service providers that generate the reply. Before we send it, our filters automatically hide email addresses, phone numbers, order numbers, IC numbers and card numbers where they detect them, but they may miss some. Anything else you type, such as your name, is still sent. Please do not share card, IC or bank details in the chat.

Our staff may also use an AI service to help translate, sort or draft replies to messages you send us. Where possible, we remove personal details from the text before it is sent, and a member of our team checks and sends every reply. These AI service providers (for both the chat assistant and staff help) may process data outside Malaysia, as described under “Could My Information Be Transferred to Other Countries?”.

Ringkasan dalam Bahasa Malaysia: Pasukan kami mungkin menghubungi sebahagian pelanggan lama melalui WhatsApp atau e-mel tentang acara, tempahan atau artis. Ahli pasukan kami menyemak dan menghantar setiap mesej. Anda boleh berhenti menerima mesej ini pada bila-bila masa: balas “STOP” di WhatsApp, guna pautan nyahlanggan dalam e-mel, atau e-mel privacy@tcgkl.com (mailto:privacy@tcgkl.com). Kaylyn, pembantu sembang di laman web kami, ialah pembantu automatik. Teks yang anda taip dihantar kepada penyedia perkhidmatan AI pihak ketiga untuk menjana jawapan, selepas penapis automatik kami menyembunyikan alamat e-mel, nombor telefon, nombor pesanan, nombor IC dan nombor kad yang dikesannya, tetapi ia mungkin terlepas sesetengahnya. Maklumat lain yang anda taip, seperti nama anda, masih dihantar. Jangan kongsi butiran kad, IC atau bank dalam sembang. Kakitangan kami juga mungkin menggunakan perkhidmatan AI untuk menterjemah, menyusun atau merangka balasan, dan ahli pasukan kami menyemak dan menghantar setiap balasan. Penyedia AI ini mungkin memproses data di luar Malaysia.

How Long Do We Keep Your Information?

We keep your information only so long as we need it to provide our services to you and fulfill the purposes described in this policy. This is also the case for anyone that we share your information with and who carries out services on our behalf. When we no longer need to use your information and there is no need for us to keep it to comply with our legal or regulatory obligations, we will either remove it from our systems or depersonalise it so that we cannot identify you.

How Do We Protect Your Information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our payment gateway provider’s database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. After a transaction, your private financial information is never kept on file.

We cannot, however, ensure or warrant the absolute security of any information you transmit to Trading Card Games Kuala Lumpur or guarantee that your information on the Service may not be accessed, disclosed, altered, or destroyed by a breach of any of our physical, technical, or managerial safeguards.

Could My Information Be Transferred to Other Countries?

Trading Card Games Kuala Lumpur is incorporated in Malaysia. Information collected via our website, through direct interactions with you, or from use of our help services may be transferred from time to time to our offices or personnel, or to third parties, located throughout the world, and may be viewed and hosted anywhere in the world, including countries that may not have laws of general applicability regulating the use and transfer of such data. To the fullest extent allowed by applicable law, by using any of the above, you voluntarily consent to the trans-border transfer and hosting of such information.

Is the Information Collected Through Our Service Secure?

We take precautions to protect the security of your information. We have physical, electronic, and managerial procedures to help safeguard, prevent unauthorized access, maintain data security, and correctly use your information. However, neither people nor security systems are foolproof, including encryption systems. In addition, people can commit intentional crimes, make mistakes or fail to follow policies. Therefore, while we use reasonable efforts to protect your personal information, we cannot guarantee its absolute security.

Can I Update or Correct My Information?

The rights you have to request updates or corrections to the information Trading Card Games Kuala Lumpur collects depend on your relationship with Trading Card Games Kuala Lumpur. Personnel may update or correct their information as detailed in our internal company employment policies.

Customers have the right to request the restriction of certain uses and disclosures of personally identifiable information as follows. You can contact us in order to (1) update or correct your personally identifiable information, (2) change your preferences with respect to communications and other information you receive from us, or (3) delete the personally identifiable information maintained about you on our systems (subject to the following paragraph), by cancelling your account. Such updates, corrections, changes and deletions will have no effect on other information that we maintain, or information that we have provided to third parties in accordance with this Privacy Policy prior to such update, correction, change or deletion.

To protect your privacy and security, we may take reasonable steps (such as requesting a unique password) to verify your identity before granting you profile access or making corrections. You are responsible for maintaining the secrecy of your unique password and account information at all times.

You should be aware that it is not technologically possible to remove each and every record of the information you have provided to us from our system. The need to back up our systems to protect information from inadvertent loss means that a copy of your information may exist in a non-erasable form that will be difficult or impossible for us to locate. Promptly after receiving your request, all personal information stored in databases we actively use, and other readily searchable media will be updated, corrected, changed or deleted, as appropriate, as soon as and to the extent reasonably and technically practicable.

If you are an end user and wish to update, delete, or receive any information we have about you, you may do so by contacting the organization of which you are a customer.

Personnel

If you are a Trading Card Games Kuala Lumpur worker or applicant, we collect information you voluntarily provide to us. We use the information collected for Human Resources purposes in order to administer benefits to workers and screen applicants.

You may contact us in order to (1) update or correct your information, (2) change your preferences with respect to communications and other information you receive from us, or (3) receive a record of the information we have relating to you. Such updates, corrections, changes and deletions will have no effect on other information that we maintain, or information that we have provided to third parties in accordance with this Privacy Policy prior to such update, correction, change or deletion.

Sale of Business

We reserve the right to transfer information to a third party in the event of a sale, merger or other transfer of all or substantially all of the assets of Trading Card Games Kuala Lumpur or any of its Corporate Affiliates (as defined herein), or that portion of Trading Card Games Kuala Lumpur or any of its Corporate Affiliates to which the Service relates, or in the event that we discontinue our business or file a petition or have filed against us a petition in bankruptcy, reorganization or similar proceeding, provided that the third party agrees to adhere to the terms of this Privacy Policy.

Affiliates

We may disclose information (including personal information) about you to our Corporate Affiliates. For purposes of this Privacy Policy, “Corporate Affiliate” means any person or entity which directly or indirectly controls, is controlled by or is under common control with Trading Card Games Kuala Lumpur, whether by ownership or otherwise. Any information relating to you that we provide to our Corporate Affiliates will be treated by those Corporate Affiliates in accordance with the terms of this Privacy Policy.

Your Rights Under the Personal Data Protection Act 2010 (PDPA)

TCGKL complies with the Malaysian Personal Data Protection Act 2010 (Act 709). As a data subject, you have the following rights in respect of your personal data held by us:

- Right of Access: You may request a copy of the personal data we hold about you.
- Right of Correction: You may request that we correct any inaccurate, incomplete, or out-of-date personal data we hold about you.
- Right to Withdraw Consent: You may withdraw your consent to our processing of your personal data at any time. Please note that withdrawing consent may affect your ability to use certain features of our Service, including account login and booking management.
- Right to Limit Processing for Direct Marketing: You may request that we stop using your personal data for direct marketing purposes at any time by contacting us or using the unsubscribe link in any marketing email.

To exercise any of the above rights, please contact us at privacy@tcgkl.com (mailto:privacy@tcgkl.com). We will respond to your request within a reasonable time and in accordance with our obligations under Act 709.

Governing Law

This Privacy Policy is governed by the laws of Malaysia without regard to its conflict of laws provision. You consent to the exclusive jurisdiction of the courts in connection with any action or dispute arising between the parties under or in connection with this Privacy Policy.

The laws of Malaysia, excluding its conflicts of law rules, shall govern this Agreement and your use of the website. Your use of the website may also be subject to other local, state, national, or international laws.

This Privacy Policy is subject to the Malaysian Personal Data Protection Act 2010 (Act 709). You have the right to access and correct your personal data as provided under the Act.

By using Trading Card Games Kuala Lumpur or contacting us directly, you signify your acceptance of this Privacy Policy. If you do not agree to this Privacy Policy, you should not engage with our website, or use our services. Continued use of the website, direct engagement with us, or following the posting of changes to this Privacy Policy that do not significantly affect the use or disclosure of your personal information will mean that you accept those changes.

Your Consent

We've updated our Privacy Policy to provide you with complete transparency into what is being set when you visit our site and how it's being used. By using our website, registering an account, or making a purchase, you hereby consent to our Privacy Policy and agree to its terms.

Links to Other Websites

This Privacy Policy applies only to the Services. The Services may contain links to other websites not operated or controlled by Trading Card Games Kuala Lumpur. We are not responsible for the content, accuracy or opinions expressed in such websites, and such websites are not investigated, monitored or checked for accuracy or completeness by us. Please remember that when you use a link to go from the Services to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including those that have a link on our platform, is subject to that website's own rules and policies. Such third parties may use their own cookies or other methods to collect information about you.

Cookies

Trading Card Games Kuala Lumpur uses "Cookies" to identify the areas of our website that you have visited. A Cookie is a small piece of data stored on your computer or mobile device by your web browser. We use Cookies to enhance the performance and functionality of our website but are non-essential to their use. However, without these cookies, certain functionality like videos may become unavailable or you would be required to enter your login details every time you visit the website as we would not be able to remember that you had logged in previously. Most web browsers can be set to disable the use of Cookies. However, if you disable Cookies, you may not be able to access functionality on our website correctly or at all. We never place Personally Identifiable Information in Cookies.

Blocking and Disabling Cookies and Similar Technologies

Wherever you're located you may also set your browser to block cookies and similar technologies, but this action may block our essential cookies and prevent our website from functioning properly, and you may not be able to fully utilize all of its features and services. You should also be aware that you may also lose some saved information (e.g. saved login details, site preferences) if you block cookies on your browser. Different browsers make different controls available to you. Disabling a cookie or category of cookie does not delete the cookie from your browser, you will need to do this yourself from within your browser, you should visit your browser's help menu for more information.

Payment Details

In respect to any credit card or other payment processing details you have provided us, we commit that this confidential information will be stored in the most secure manner possible.

Kids' Privacy

We do not knowingly collect personal information from children under the age of 13. If you are a parent or guardian and believe your child has provided us with personal data without your consent, please contact us immediately at privacy@tcgkl.com (mailto:privacy@tcgkl.com) and we will take steps to remove that information from our systems.

Changes to Our Privacy Policy

We may change our Service and policies, and we may need to make changes to this Privacy Policy so that they accurately reflect our Service and policies. Unless otherwise required by law, we will notify you (for example, through our Service) before we make changes to this Privacy Policy and give you an opportunity to review them before they go into effect. Then, if you continue to use the Service, you will be bound by the updated Privacy Policy. If you do not want to agree to this or any updated Privacy Policy, you can delete your account.

Contact Us

For privacy-related inquiries, please contact us at privacy@tcgkl.com (mailto:privacy@tcgkl.com).