

Glimmer Letter Privacy Policy

Effective Date: 17 June 2026

1. INTRODUCTION

Glimmer Letter ("we", "our", or "us") is committed to protecting your personal information in accordance with the Personal Data Protection Act 2010 (PDPA) of Malaysia.

This Privacy Policy explains what data we collect, how we use it, and your rights regarding your personal information.

2. INFORMATION WE COLLECT

When you use Glimmer Letter, we may collect the following:

- Account Information: Your email address and display nickname.
- Message Content: Letters you write are encrypted on your device before being stored. We decrypt them only when delivering by SMS or email.
- Recipient Information: Recipient name, date of birth (ddmmyy), mobile number, and email address as provided by you.
- Device Information: Firebase Cloud Messaging (FCM) token for push notifications.
- Payment Records: Transaction amounts and timestamps (no card details are stored by us).
- Usage Data: App interactions for crash reporting and analytics via Firebase.

3. HOW WE USE YOUR INFORMATION

- To deliver your letter to the designated recipient at the scheduled time.
- To send push notifications and SMS alerts as part of the service.
- To verify identity when a recipient retrieves a letter using their date of birth and access code.
- To comply with legal obligations under Malaysian law.
- To improve app performance via anonymised analytics.

4. DATA STORAGE AND SECURITY

- Your letter content is encrypted using AES-256 on your device before storage. It is decrypted on our servers only to deliver the letter to the recipient..
- Data is stored securely on Google Firebase servers.
- We use industry-standard security measures to protect your data.
- SMS delivery is handled by SMS delivery service provider. Email delivery is handled via Gmail SMTP.

5. DATA SHARING

We do not sell your personal data. We only share data with:

- Google Firebase (cloud infrastructure, analytics, authentication)
- SMS delivery service provider
- Gmail/Google (email delivery)

These third parties are bound by their own privacy policies and applicable laws.

6. DATA RETENTION

- Delivered letters are accessible for 1 year from the delivery date, after which they expire and are no longer retrievable.
- You may delete your account and all associated data at any time from the Profile page.
- Transaction records may be retained for up to 7 years for financial compliance purposes.

7. YOUR RIGHTS UNDER PDPA

You have the right to:

- Access the personal data we hold about you.
- Correct inaccurate personal data.
- Withdraw consent and request deletion of your data. You can perform this action directly within the app via the "Delete Account" option in the Profile menu. Alternatively, if you are unable to access the app, you

may request the deletion of your account and data by sending an email to [glimmerletter4u@gmail.com]. We will process your request promptly.

- Lodge a complaint with the Personal Data Protection Commissioner of Malaysia.
- To exercise these rights, contact us at the email below.

8. CHILDREN'S PRIVACY

Glimmer Letter is not intended for users under the age of 18. We do not knowingly collect data from minors.

9. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. The updated version will be reflected in the app with a revised effective date.

10. CONTACT US

If you have any questions about this Privacy Policy, please contact us at:
glimmerletter4u@gmail.com