

EMA Operational Dashboard

Worldtech Solutions Sdn. Bhd.

Privacy Policy

Effective 13 August 2026

EMA Operational Dashboard is a mobile companion to the EMA IT Operations platform, used by Worldtech Solutions Sdn. Bhd. and its client organizations to monitor managed endpoints, patch compliance, tickets, and device geolocation. This policy explains what the app collects, why, and how it's protected.

1. Information We Collect

EMA Operational Dashboard is provisioned by your employer or IT department as a work tool. We collect only what's needed to authenticate you and display your organization's IT operations data.

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I T o p e r a	E n d p o i n	R e a d f o r

t i o n s d a t a	t i n v e n t o r y , p a t c h s t a t u s , t i c k e t s , t a s k h i s t o r y	m y o u r o r g a n i z a t i o n ' s e x i s t i n g E M A s y s t e m t o d i s p l a y d a s h b o a r d s a n d r e p o r t s
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We do not access your device's contacts, photos, camera, microphone, or personal files.

2. How We Use It

- Authentication — verifying your identity and determining which organization's (tenant's) data you're authorized to see.
- Core functionality — displaying endpoint status, patch compliance, tickets, geolocation, and reports for your organization.
- Security — detecting unusual sign-in activity and enforcing session expiry.
- Reliability — diagnosing crashes and connectivity issues to keep the app working.

We do not use your data for advertising, and we do not build behavioral profiles for marketing purposes.

3. Sharing & Disclosure

Your data stays within your organization's own EMA environment. We do not sell data, and we do not share it with third parties for their own marketing purposes.

Tenant isolation: the backend resolves your login to a single organization's database. Your organization's data is never visible to another organization using the same app.

Data may be disclosed if required by law, to protect the rights and safety of Worldtech Solutions, our clients, or app users, or in connection with a business transfer, always subject to equivalent privacy protections.

4. Security

- Session tokens are stored in the device's secure enclave (iOS Keychain / Android Keystore), not in plain app storage.
- Biometric unlock never leaves the device — we only ever receive a pass/fail result from the OS.
- Optional two-factor authentication (2FA) is available per account and, when enabled, is required in addition to your password.
- Access to organization data is scoped per tenant at the backend level.

5. Data Retention

Session tokens and the biometric-unlock preference are retained on your device until you log out, disable the setting, or uninstall the app. Operational data (tickets, patch records, geolocation history) is retained according to your organization's own EMA data retention configuration, not by this app.

6. Your Rights & Choices

- Biometric login can be turned off any time in Settings.
- 2FA can be enabled or disabled in Settings (enabling it automatically disables biometric login, since biometric unlock would otherwise bypass the second verification step).
- Access and correction of your account details are managed by your organization's EMA administrator.
- Account deletion — contact your organization's IT administrator, or reach us directly using the details below.

7. Children's Privacy

EMA Operational Dashboard is a workplace IT operations tool intended for use by authorized employees and contractors. It is not directed at, and we do not knowingly collect information from, children under 13.

8. Changes to This Policy

We may update this policy as the app evolves. Material changes will be reflected by updating the effective date above. Continued use of the app after changes take effect constitutes acceptance of the revised policy.

9. Contact Us

Questions about this policy or your data can be directed to:

- Company: Worldtech Solutions Sdn. Bhd.
- Email: zainul@worldtech.com.my
- App: EMA Operational Dashboard (com.zainul1595.opsmobile)

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