
Payment Terms and Conditions

Booking Fee

1. The payment of booking fee is to secure the booking of the maid.
2. The booking fee is refundable upon completing FOMEMA and PLKS by employer.

First Payment

1. The First Payment is 50% from the maid's total fee.
2. The First Payment should be paid upon booking acceptance by recruitment agency within 48 hours, otherwise booking fee will be **FORFEITED**.

Final Payment

1. The Final Payment is a balance amount from the total maid's fee.
2. The Final Payment should be paid upon Calling Visa's approval.

Cancellation Policy

1. Any cancellation from Recruitment Agency, all amount due will be **REFUNDABLE**.
2. Any cancellation from employer, all paid amount will be **FORFEITED**.

Refund Policy

1. For any refund, the charge of **RM3.00** (if you paid via FPX) or **2.8%** (if you paid using Credit/Debit Card) will be deducted from your payment (this is due to standard local bank charge rate).
2. **NO REFUND** will be given to employer for any runaway cases, as source country's Recruitment Agencies will do a 1 to 1 replacement.
3. The refund process will be within **14 Working Days** once all information/documentations are complete.

For any enquiries you may contact our support team at **+603-7621 5154** or email us at **support@invenico.com.my**

PRIVACY NOTICE

Dear valued customer,

Your Personal Data is protected!

The Personal Data Protection Act 2010 (hereinafter referred to as the "PDPA"), which regulates the processing of personal data in commercial transactions, applies to Invenico Asia Sdn. Bhd. (1254349-H) hereinafter referred to as " PRAKUU ", "our", "us" or "we"). For the purpose of this written notice, the terms "personal data" and "processing" shall have the meaning prescribed in the PDPA.

If you choose to transact with PRAKUU or its affiliates i.e. for subscription of any products and/or services or by using PRAKUU Portal, you will be asked to provide your personal information such as (but not be limited to) name, National Registration Identification Card number, passport number, mailing address, telephone number(s), email address(es) or contact preferences.

Where you intend to use PRAKUU Portal for the purpose of making online payment transactions, your credit/debit card information will also be collected for the purpose of processing such payments. The list of transactions is non-exhaustive and such information given to or obtained by us through such transactions shall collectively be known as "Personal Data".

PRAKUU products and/or services shall include any and all products and/or services provided by PRAKUU. PRAKUU Portal shall include where applicable, portal owned, managed and/or maintained by any companies within PRAKUU group of companies which contains relevant products and/or services provided by such companies within PRAKUU group of companies. You will also be required to provide your consent to the usage of your Personal Data in the form and manner as indicated in the registration process. If we do not receive your consent, you will not be able to subscribe to PRAKUU products and/or services, register to PRAKUU Portal or have access to PRAKUU corporate website.

You may access and request for correction of your personal data and to contact us from Monday to Friday (9.30 am - 6.30 pm, excluding public holidays) with any enquiries or complaints in respect of your personal data as follows:

Designation of Contact Person:	Support Team
Phone Number:	03 – 76215151
Fax Number:	03 – 76621264
E-mail Address:	support@invenico.com.my

In accordance with the PDPA:

- a. We may charge a fee for processing your request for access or correction; and
- b. We may refuse to comply with your request for access or correction to your personal data.

If you give us personal data or information about another person, you must first confirm that he/she has appointed you to act for him/her, to consent to the processing of his/her personal data and to receive on his/her behalf any data protection notices.

You hereby agree to have received, understood the contents and consented to PRAKUU's processing of your personal data in accordance with the above if PRAKUU does not receive any written reply from you to the contrary within fourteen (14) working days from the date of our notification of the said notice via our text message to you.