

PRIVACY POLICY



Last Updated: 24 June 2026

This Privacy Policy explains how Radlab Group Enterprise SA0647264-X, operating the Ardion+ brand, collects, uses, stores, discloses and protects personal data when you visit **ardion.co**, place an order, subscribe to Ardion+, contact us or otherwise interact with us.

By using our website or providing personal data to us, you acknowledge that your personal data may be processed in accordance with this Privacy Policy.

1. WHO WE ARE

Ardion+ is operated by:

Radlab Group Enterprise SA0647264-X

Business Address:
SS-02-20, Skypod Square,
Persiaran Puchong Jaya Selatan,
Bandar Puchong,
47100 Puchong, Selangor, Malaysia.

Email: hello@ardion.co

Customer Service: **+60 11-1196 5056**

In this Privacy Policy, “Ardion+”, “Radlab”, “we”, “us” and “our” refer to Radlab Group Enterprise SA0647264-X.

2. PERSONAL DATA WE COLLECT

We may collect the following categories of personal data.

2.1 Information You Provide Directly

This may include:

- Full name;
- Email address;
- Mobile or telephone number;
- Billing and delivery address;
- Order details;
- Subscription details, including billing date and subscription status;

- Customer-service enquiries, feedback and communications;
- Information you provide when requesting a cancellation, return, refund or replacement; and
- Any other information you voluntarily provide to us.

Please do not send sensitive personal data unless it is necessary for your enquiry or we specifically request it.

2.2 Order, Payment and Subscription Information

When you place an order or start a subscription, we may receive or record information relating to:

- Products purchased;
- Order number;
- Payment status;
- Payment amount;
- Delivery charges;
- Transaction date;
- Subscription status;
- Billing frequency;
- Failed-payment status;
- Refund, reversal or chargeback information; and
- Limited payment-reference information provided by **[PAYMENT SERVICE PROVIDER]**.

Payments are processed by **[PAYMENT SERVICE PROVIDER]**. Ardion+ does not knowingly store full debit-card or credit-card details.

2.3 Eligible Promotional Code Information

Where you use an Eligible Promotional Code, we may record:

- The code used;
- The purchase type linked to the code;
- Order and subscription attribution information; and
- Internal promotional and reporting information.

Persons or organisations associated with an Eligible Promotional Code do not receive identifiable customer information such as customer names, delivery addresses, telephone numbers, email addresses, payment details or specific order details.

2.4 Website, Device and Usage Information

When you visit ardion.co, we may collect technical and usage information such as:

- IP address;

- Browser type;
- Device type;
- Operating system;
- Pages visited;
- Website interactions;
- Date and time of access;
- Referring website or source; and
- Cookie and similar technology information.

2.5 Information From Service Providers

We may receive relevant information from third-party providers involved in operating our business, including Shopify, **[PAYMENT SERVICE PROVIDER]**, EasyParcel, courier or logistics partners, WhatsApp Business and other service providers used by us from time to time.

3. HOW WE USE YOUR PERSONAL DATA

We may use your personal data for the following purposes:

- To operate and maintain ardion.co;
- To process and fulfil orders;
- To manage deliveries, tracking and customer communications;
- To process subscription billing and manage subscription cancellations;
- To respond to customer-service enquiries, complaints, returns, refunds and replacement requests;
- To verify transactions and prevent fraud, misuse, unauthorised activity or payment disputes;
- To maintain internal records, accounting records and transaction history;
- To comply with applicable legal, regulatory, tax and operational obligations;
- To improve our website, products, processes and customer experience;
- To enforce our Terms & Conditions, policies and other applicable terms;
- To communicate important service, order, delivery, payment or subscription updates; and
- Where permitted or with your consent where required, to send marketing, promotional or product-related communications.

4. MARKETING COMMUNICATIONS

Where we send marketing or promotional communications by email, WhatsApp or other permitted channels, you may opt out at any time by:

- Using the unsubscribe option in an email, where available;

- Replying to the relevant communication with an opt-out request; or
- Contacting us at hello@ardion.co.

Even if you opt out of marketing communications, we may still send non-promotional messages relating to your orders, payments, deliveries, subscriptions, cancellations, returns, security or account-related matters.

5. HOW WE SHARE PERSONAL DATA

We do not sell your personal data.

We may disclose or share personal data where reasonably necessary with:

- **Shopify**, for website, checkout, order and store-management functions;
- **[PAYMENT SERVICE PROVIDER]**, for payment processing, recurring billing, refunds, reversals and transaction verification;
- **EasyParcel**, courier partners and logistics providers, for delivery, tracking and fulfilment;
- **WhatsApp Business**, where you communicate with us through WhatsApp or choose to receive communications through that channel;
- Technology, hosting, email, communication, analytics, accounting, customer-support or operational service providers used by us;
- Professional advisers, such as legal, tax, accounting or insurance advisers, where necessary;
- Government authorities, regulators, law-enforcement agencies or other parties where required by law or lawful request; and
- Any successor, purchaser or adviser involved in a proposed or completed business restructuring, merger, acquisition or transfer of business assets.

We will only share personal data to the extent reasonably necessary for the relevant purpose.

6. INTERNATIONAL TRANSFERS

Some of our service providers may store, process or access personal data outside Malaysia.

Where personal data is transferred outside Malaysia, we will take reasonable steps to ensure that the transfer is handled in accordance with applicable personal-data-protection requirements and that appropriate safeguards are used where required.

7. COOKIES AND SIMILAR TECHNOLOGIES

We may use cookies, pixels, tags and similar technologies to:

- Enable essential website, security, checkout and store functions;
- Remember preferences and improve website functionality;
- Understand how visitors use ardion.co;
- Detect errors, abuse or suspicious activity; and
- Measure the performance of marketing or website content, where such tools are activated.

You may manage or disable certain cookies through your browser settings. However, disabling essential cookies may affect the functionality of ardion.co, including checkout or account-related features.

Where non-essential analytics or advertising technologies are used, we may provide additional notice or choices where required.

8. DATA RETENTION

We retain personal data only for as long as reasonably necessary for the purposes described in this Privacy Policy, including to:

- Process and fulfil orders;
- Manage subscriptions, cancellations and payment records;
- Handle delivery, return, refund and customer-service matters;
- Maintain accounting, tax and transaction records;
- Resolve disputes;
- Prevent fraud or misuse;
- Enforce our policies; and
- Comply with applicable legal or regulatory requirements.

When personal data is no longer required, we may delete, anonymise or securely dispose of it, subject to our legal and operational obligations.

9. DATA SECURITY

We take reasonable administrative, technical and organisational measures to protect personal data from unauthorised access, misuse, loss, alteration, disclosure or destruction.

However, no website, payment system, email platform or internet transmission can be guaranteed to be completely secure. You are responsible for keeping your own devices, passwords and account credentials secure.

10. YOUR RIGHTS AND CHOICES

Subject to applicable law, you may have the right to:

- Request access to personal data we hold about you;
- Request correction of inaccurate, incomplete or outdated personal data;
- Withdraw consent to certain processing activities;
- Request that we stop sending direct-marketing communications;
- Ask questions about how your personal data is processed; and
- Raise a complaint about our handling of your personal data.

To make a request, contact us at hello@ardion.co.

We may need to verify your identity before responding to a request. In some circumstances, we may be required or permitted to retain or continue processing certain information, including for transaction, legal, accounting, fraud-prevention or dispute-resolution purposes.

11. CHILDREN AND MINORS

Ardion+ products and services are intended for individuals aged 18 and above.

We do not knowingly collect personal data from children without appropriate authority. If you believe that a child has provided personal data to us without appropriate consent, please contact us at hello@ardion.co.

12. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites, platforms or services.

We are not responsible for the privacy practices, content or security of third-party websites or services. You should review their privacy notices before providing personal data to them.

13. POLICY UPDATES

We may update this Privacy Policy from time to time to reflect changes in our operations, service providers, legal requirements, technology or data-handling practices.

The latest version will be published on ardion.co with its effective date.

14. CONTACT US

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

Radlab Group Enterprise SA0647264-X

Email: hello@ardion.co

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