

Golug

Golug Privacy Policy

Last Updated: July 2026

Golug respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how Golug collects, uses, stores, protects, and processes personal information when you use our luggage pickup, transportation, tracking, and delivery services.

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1. Introduction

Golug is committed to handling personal information responsibly and in accordance with applicable laws.

We collect and process personal information only to the extent reasonably necessary to provide our services, operate our business, communicate with customers, maintain security, and comply with legal obligations.

Golug is committed to handling personal information in accordance with applicable Malaysian data protection laws, including the Personal Data Protection Act 2010 (PDPA), where applicable.

2. Information We Collect

We may collect personal information including:

Identity Information

- Full name
- Nationality (where applicable)
- Identification information used for verification purposes

Contact Information

- Email address
- Mobile phone number
- WhatsApp number
- Other contact details provided by the customer

Booking Information

- Booking reference number
- Pickup location
- Delivery location
- Travel information
- Flight information (where applicable)
- Luggage quantity

- Service preferences

Operational Information

- Tracking status
- Delivery records
- Communication history
- Customer support interactions
- Service activity records

Technical Information

When using our website, limited technical information may be collected, including:

- Browser information
- Device information
- IP address
- Website usage data
- Cookie information

3. Identity Verification

To protect customers and prevent unauthorised collection or release of luggage, Golug may verify customer identity during luggage handover and delivery.

We collect only information reasonably necessary to complete identity verification and maintain service security.

4. Photographs and Delivery Records

Golug may collect and retain photographs and operational records relating to:

- Luggage condition at handover;
- Luggage condition at delivery;
- Delivery confirmations;
- Collection confirmations;
- Recipient verification;

- Operational and security incidents.

Golug may also maintain records including:

- Delivery timestamps;
- Collection timestamps;
- Recipient names;
- Delivery confirmations;
- Communication records;
- Service history.

Such records may be used for operational purposes, security, customer support, dispute resolution, fraud prevention, and legal compliance.

5. How We Use Your Information

Golug uses personal information to:

- Process bookings;
- Coordinate luggage pickup and delivery;
- Provide tracking updates;
- Verify customer identity;
- Communicate service-related information;
- Respond to customer enquiries;
- Provide customer support;
- Prevent fraud and misuse;
- Investigate disputes and claims;
- Improve operational performance;
- Maintain service security;
- Comply with legal obligations.

Golug processes personal information only where reasonably necessary to provide requested services and operate our business.

6. Communications

Golug may communicate with customers through:

- Email;
- WhatsApp;
- SMS;
- Telephone calls;
- Website notifications;
- Other communication channels provided by the customer.

Communications may include:

- Booking confirmations;
- Delivery updates;
- Tracking notifications;
- Service announcements;
- Customer support responses;
- Security-related notifications.

7. Information Sharing

Golug does not sell, rent, trade, or commercially exploit personal information.

Access to customer information is restricted to authorised Golug personnel who require such information to perform their duties.

Golug may disclose personal information where:

- Required by law;
- Required by government authorities;
- Necessary to protect legal rights;
- Necessary to investigate fraud, security incidents, or unlawful conduct;
- Reasonably necessary to provide services.

8. Service Providers

Golug may use trusted third-party service providers to support business operations.

Such providers may assist with:

- Cloud hosting;

- Data storage;
- Website infrastructure;
- Email communications;
- Customer support systems;
- Payment processing;
- Security and monitoring services.

These providers may process personal information only to the extent necessary to provide their services to Golug and are expected to maintain appropriate security and confidentiality measures.

9. International Data Transfers

Golug and its service providers may process, store, or transfer information outside Malaysia where systems, infrastructure, or service providers operate internationally.

Where such transfers occur, Golug will take reasonable steps to ensure that personal information receives an appropriate level of protection.

10. Operational Records

Golug may maintain operational records relating to:

- Bookings;
- Deliveries;
- Tracking history;
- Customer interactions;
- Service incidents;
- Claims;
- Complaints;
- Security events.

Such records may be retained for operational, legal, security, audit, and dispute resolution purposes.

11. Data Retention

Golug retains personal information only for as long as reasonably necessary to:

- Provide services;
- Support customers;
- Resolve disputes;
- Investigate incidents;
- Prevent fraud;
- Maintain operational records;
- Comply with legal obligations.

Retention periods may vary depending on the nature of the information and applicable legal requirements.

12. Data Security

Golug takes reasonable administrative, technical, organisational, and operational measures to protect personal information against:

- Unauthorised access;
- Unauthorised disclosure;
- Misuse;
- Alteration;
- Loss;
- Destruction.

While Golug takes reasonable precautions, no method of transmission or storage can be guaranteed to be completely secure.

13. Cookies

Golug's website may use cookies and similar technologies necessary for:

- Website functionality;
- Security;
- Performance monitoring;

- User experience improvements.

Users may manage cookie preferences through their browser settings.

Disabling certain cookies may affect website functionality.

14. Your Rights

Subject to applicable law, customers may:

- Request access to their personal information;
- Request correction of inaccurate information;
- Request updates to outdated information;
- Request deletion of information where appropriate;
- Withdraw consent where applicable;
- Make enquiries regarding data handling practices;
- Submit complaints regarding the handling of personal information.

Requests may be subject to verification and applicable legal limitations.

15. Children's Privacy

Golug's services are intended for individuals aged 18 years or older.

Golug does not knowingly collect personal information from children without appropriate authority or legal basis.

16. Data Security Incidents

In the event of a data security incident, Golug will take reasonable steps to investigate, contain, assess, and respond to the incident.

Where required by applicable law, Golug may notify affected individuals or relevant authorities.

17. Changes to This Privacy Policy

Golug may update this Privacy Policy from time to time.

Updated versions will be published on Golug's website together with a revised effective date.

Continued use of Golug's services after updates become effective constitutes acceptance of the revised Privacy Policy.

18. Governing Law

This Privacy Policy shall be governed by and construed in accordance with the laws of Malaysia.

Any dispute relating to this Privacy Policy shall be subject to the jurisdiction of the courts of Malaysia.

19. Contact Us

If you have questions regarding this Privacy Policy, your personal information, or Golug's data handling practices, please contact us through:

- Golug Contact Page
- Official customer support channels
- Email support channels published on our website

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This document may be updated periodically. The latest version is available at golug.io.