ZIENCRM · ZIEN PROP SOLUTION

Lead Protection Pledge

Your leads are yours. We never sell them, share them, use them, or close them behind your back.

GIVEN BY

ZIEN PROP SOLUTION

SSM No. 202603140590 (003855756-D)
Owner and operator of ZienCRM ("we", "us")

GIVEN TO

Every ZienCRM user

Free and paid plans alike ("you").
Part of our Terms of Service, accepted when you join.

1 What is protected

Every lead in your ZienCRM account, whether or not they ever replied or bought: buyers, tenants, sellers, owners and landlords, from your ads, your forms, your imports, your WhatsApp chats, or typed in by hand. Their name, phone, budget, property needs, and your chats, notes and negotiation history with them (**"Your Leads"**).

2 Who is bound

Zien Prop Solution, our founder, our staff, anyone we hire or outsource to, and any company we own or are linked to. If ZienCRM is ever sold or merged, this pledge passes to the new owner.

3 We never sell or share them

We do not sell, rent, trade or give Your Leads to anyone, including any other agent or agency. They pass only to the services that run ZienCRM (hosting, WhatsApp, Meta, etc.), and only so the system works for you.

4 We never use them, directly or indirectly

We will not use anything we learn from your account for any business of our own. That means we will not:

- contact, market to or close a deal with Your Leads
- look them up on WhatsApp, Facebook or anywhere else to reach them
- use a buyer's budget or needs to find or sell units ourselves
- approach an owner, landlord or seller from your listings
- use what many accounts show together (for example, many buyers asking for one project) for our own sales
- pass a lead, or anything about it, to any agency our founder works with, its agents or negotiators, our business partners, or any family member, nominee or company, to do any of the above

5 Our other businesses

Our founder and team may run other businesses, now or in future, including property agency work. Whatever those businesses are, they never draw on your account. Your data serves one purpose only: running ZienCRM for you.

6 People who reach us on their own

This pledge is about your data, not about people. It does not stop us dealing with someone who:

- was already our own client **before** you added them, or
- came to us **on their own**, through our own marketing or referrals, without your data being used.

In either case, **we must prove it** with a dated record from outside your account (a chat, a form, an enquiry). If we cannot, we treat them as Your Lead.

7 Leads you share yourself

A lead you hand to another user yourself (collaborators, appointments, etc.) goes where you sent it. That is your choice, not a breach.

8 Keeping your data safe

- Your Leads are never fed to any AI or used for anything other than running ZienCRM.
- Your leads and chats in our database are encrypted at rest and in transit, and your Facebook and WhatsApp Official API access keys are encrypted again on top.
- If we find out, or suspect, that your data was leaked or reached by someone who should not have it, we tell you **within 72 hours**.

9 When you leave

You can ask us for a full copy of your leads at any time, even after your plan ends: email mark@ziencrm.com and we send it within 7 days. We never hold your leads back over a billing issue. When you delete your account, everything in it is erased, and our backups clear themselves **within 30 days** of that day. We never restore a backup for our own use, and while we prepare your copy or erase your account we touch your data only to do that. We confirm the deletion to you in writing on request. Only your billing record stays, as the law requires.

10 If we break this pledge

A deal closed. If we close any property deal with one of Your Leads in breach of this pledge (a sale, purchase, rental or tenancy), through any agency, we pay you the **full commission** paid on that deal: the total amount, not only our share.

A lead contacted. If we contact one of Your Leads in breach of this pledge, we pay you **RM500 for every lead** contacted, even if no deal closes.

Leads sold or shared. If we sell or share Your Leads, we pay you **RM500 for every lead** sold or shared.

Both parties agree these amounts are a fair estimate of your loss. Payable within 14 days of your written proof. You may also go to court to stop a breach, and we pay your legal costs where the court allows. Once you raise a breach, we keep every record about it and share them with you.

11 How long it lasts

This pledge starts when you join ZienCRM and **never ends**, even after you leave ZienCRM. We may make it stronger at any time; we never make it weaker for you without your written consent. It is governed by the laws of Malaysia.

FOR AND ON BEHALF OF ZIEN PROP SOLUTION



Name: Mark Lai, Founder

Date: 3 Nov 2026