

MAKEUP MIRACLE

Academy & Workshop

Policy Documents

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Effective Date: 6 August 2026

1. Privacy Policy

Effective Date: 6 August 2026

Makeup Miracle ("we", "us", "our", SSM Registration No. 201203150890 (002137354-P)) is committed to protecting the privacy and personal data of our students, customers, and website visitors ("you"). This Privacy Policy explains how we collect, use, store, and protect your personal data in connection with our makeup courses, workshops, and services, in accordance with the Personal Data Protection Act 2010 (PDPA) of Malaysia.

1.1 Information We Collect

When you enquire about, register for, or attend our courses and workshops, or make payment through our online payment gateway, we may collect the following personal data:

- Full name
- Phone number
- Email address
- IC / passport number (for identity verification and certification purposes)
- Photographs and video recordings taken during classes, workshops, and events, which may be used for training documentation and marketing purposes
- Payment-related information necessary to process your transaction. Card and payment details are collected and processed directly by our licensed payment gateway partner, CommercePay Asia (via Pixalink); Makeup Miracle does not store your full card details on our own systems.

1.2 How We Use Your Information

We use the personal data collected for the following purposes:

- To process your course registration, payment, and enrolment
- To communicate with you regarding class schedules, rescheduling, confirmations, and reminders
- To issue certificates and maintain student records
- To respond to enquiries, feedback, and complaints
- To promote our courses, services, and student work on our website and social media, where photographs or videos are used (see Section 1.4 below)
- To comply with our legal, accounting, and regulatory obligations

1.3 Disclosure of Information

We do not sell, rent, or trade your personal data to third parties. Your information may be shared only with:

- Our payment gateway partners, CommercePay Asia and Pixalink, solely for the purpose of processing your payment
- Relevant authorities, where required by Malaysian law or a valid legal request
- Our own staff and trainers, strictly on a need-to-know basis for delivering our services

1.4 Photographs, Videos & Marketing

From time to time, we take photographs and videos during classes, workshops, and events for training documentation and promotional purposes (including our website, social media, and marketing materials). If you do not wish for your image to be used for marketing purposes, please inform us in writing at info@makeupmiracle.com, and we will exclude your image from future promotional use to the extent reasonably practicable.

1.5 Data Security & Retention

We take reasonable administrative, technical, and physical measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law.

1.6 Your Rights

Under the PDPA, you have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate or incomplete personal data
- Withdraw your consent to our use of your personal data, subject to any legal or contractual restrictions

To exercise any of these rights, please contact us using the details in Section 1.8 below.

1.7 Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with a revised effective date.

1.8 Contact Us

For any privacy-related questions or requests, please contact:

- Email: info@makeupmiracle.com
- Phone / WhatsApp: +60 11-3109 7964
- Address: LG-22, Blok Empire Galeri, Empire Damansara, No. 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia

2. Terms & Conditions

Effective Date: 6 August 2026

These Terms & Conditions ("Terms") govern your use of the Makeup Miracle website, and your registration for and attendance of any course, workshop, or service offered by Makeup Miracle (SSM Registration No. 201203150890 (002137354-P)). By registering for a course, making payment, or using our website, you agree to be bound by these Terms.

2.1 About Us

Makeup Miracle is a professional makeup academy and workshop provider based at LG-22, Blok Empire Galeri, Empire Damansara, No. 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia, offering in-person makeup training courses and workshops.

2.2 Registration & Enrolment

- Registration for any course or workshop is confirmed only upon successful payment through our official payment gateway (CommercePay Asia via Pixalink).
- You are responsible for providing accurate and complete information at the point of registration, including your name, contact details, and identification number.
- Places in any course or workshop are limited and allocated on a first-come, first-served basis upon confirmed payment.

2.3 Fees & Payment

- All course and workshop fees must be paid in full via our designated online payment gateway prior to the commencement of the class, unless otherwise agreed in writing.
- All prices are quoted in Malaysian Ringgit (RM) and are inclusive of applicable taxes unless stated otherwise.
- Payment processing is handled securely by CommercePay Asia. Makeup Miracle is not responsible for any delay or error caused by the payment gateway or the customer's bank or card issuer.

2.4 Rescheduling & Attendance

- Makeup Miracle does not offer cash refunds upon enrolment; however, students may reschedule their class or workshop to another available intake, subject to our Cancellation & Refund Policy (Section 3).
- Students are expected to attend classes punctually. Makeup Miracle reserves the right to adjust class schedules, trainers, or venues where necessary, with reasonable prior notice to affected students.

2.5 Code of Conduct

Students are expected to conduct themselves respectfully towards trainers, staff, and fellow students at all times. Makeup Miracle reserves the right to suspend or remove any student from a course, without refund, in the event of misconduct, abusive behaviour, or breach of these Terms.

2.6 Intellectual Property

All course materials, training content, presentation slides, and branding provided by Makeup Miracle remain the intellectual property of Makeup Miracle. Students may not reproduce, distribute, or commercially exploit such materials without our prior written consent.

2.7 Limitation of Liability

To the fullest extent permitted by Malaysian law, Makeup Miracle shall not be liable for any indirect, incidental, or consequential loss or damage arising from your participation in our courses or use of our website, except where such liability cannot be excluded by law.

2.8 Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Malaysia. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Malaysia.

2.9 Amendments

Makeup Miracle reserves the right to amend these Terms at any time. Continued use of our services or website following any such amendment constitutes your acceptance of the revised Terms.

Contact Us

If you have any questions, requests, or complaints relating to this policy, please contact us:

- Business name: Makeup Miracle
- SSM Registration No.: 201203150890 (002137354-P)
- Address: LG-22, Blok Empire Galeri, Empire Damansara, No. 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia
- Email: info@makeupmiracle.com
- Phone / WhatsApp: +60 11-3109 7964

3. Cancellation & Refund Policy

Effective Date: 6 August 2026

This policy explains how cancellations, rescheduling, and refunds are handled for all courses and workshops booked through Makeup Miracle.

3.1 No Cash Refunds

Makeup Miracle operates on a no-refund basis once a student has registered and made payment for a course or workshop. In place of a cash refund, students who are unable to attend their scheduled class may manage and reschedule their booking, as set out below.

3.2 Rescheduling

- Students who are unable to attend their originally scheduled class may request to reschedule to another available intake date.
- Rescheduling requests should be made as early as possible by contacting us via email or WhatsApp (details in Section 3.6), and are subject to seat availability for the requested intake.
- Rescheduling is offered at Makeup Miracle's discretion and may not be available for all courses, promotional packages, or during peak periods.

3.3 Non-Refundable Items

The following are strictly non-refundable and non-exchangeable once issued or provided:

- Makeup kits, tools, or products already issued to the student
- Any portion of a course already attended or delivered

3.4 Exceptional Refunds

Notwithstanding Section 3.1, Makeup Miracle may, at its sole discretion, approve a refund in limited circumstances, such as:

- A course or workshop is cancelled or discontinued entirely by Makeup Miracle and no suitable rescheduling option is available
- A duplicate, erroneous, or overcharged payment made through our payment gateway

Any refund approved under this section will be processed back to the original mode of payment within 7 to 14 business days from the date of approval, subject to the processing timelines of CommercePay Asia and the customer's bank or card issuer.

3.5 How to Request a Refund or Rescheduling

To request a rescheduling or to raise a refund enquiry, please contact us with your full name, registration/payment details, and reason for the request:

- Email: info@makeupmiracle.com
- Phone / WhatsApp: +60 11-3109 7964

We aim to acknowledge all cancellation, rescheduling, and refund enquiries within 2 business days.

3.6 Contact Us

- Email: info@makeupmiracle.com
- Phone / WhatsApp: +60 11-3109 7964
- Address: LG-22, Blok Empire Galeri, Empire Damansara, No. 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia

4. Service Delivery Policy

Effective Date: 6 August 2026

This policy explains how Makeup Miracle's services are delivered following successful registration and payment.

4.1 Nature of Our Services

Makeup Miracle provides in-person makeup courses and workshops conducted at our physical academy premises in Petaling Jaya, Selangor, Malaysia. We do not offer online or virtual classes, and we do not sell or ship any physical products to customers — all services are delivered in person.

4.2 What Happens After Payment

- Once your payment is successfully processed through our payment gateway (CommercePay Asia via Pixalink), a member of our team will contact you by phone or WhatsApp to confirm your registration.
- During this call, we will confirm your enrolment, provide class details, and schedule you into the next available intake for your selected course or workshop.

4.3 Delivery / Commencement Timeline (ETA)

As our courses run on fixed intake schedules, your class will commence on the next available scheduled intake date following your registration and confirmation call. Exact intake dates depend on the course selected and current class availability, and will be communicated to you directly during the confirmation call.

4.4 Venue & Attendance

All classes and workshops are conducted at our academy premises: LG-22, Blok Empire Galeri, Empire Damansara, No. 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia. Students are required to attend in person on the scheduled dates and times confirmed to them.

4.5 Changes to Schedule

In the event Makeup Miracle needs to change a class schedule, trainer, or venue due to unforeseen circumstances, we will notify affected students as early as possible by phone, WhatsApp, or email, and will work with students to arrange a suitable alternative.

4.6 Contact Us

- Email: info@makeupmiracle.com
- Phone / WhatsApp: +60 11-3109 7964
- Address: LG-22, Blok Empire Galeri, Empire Damansara, No. 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia