

## **Personal Data Protection Policy**

### **Purpose:**

We are committed to protecting your privacy in accordance with the Personal Data Protection Act 2010 of Malaysia (“PDPA”).

This Policy explains:

- the type of personal data we collect and how we collect it
- how we use personal data
- the parties that we disclose the personal data to; and
- the choices we offer, including how to access and update personal data.

### **Personal Data We May Collect from You:**

We may collect the following personal data about you:

- personal information to establish your identity and background such as your full name, passport or identity card number, nationality and religion
- contact information such as billing address, premises address for electricity supply, telephone number, mobile phone number, fax number and email address
- sensitive information such as your racial or ethnic origin, religion or other beliefs, health or criminal background. We do not generally collect sensitive information unless it is necessary due to exceptional circumstances to serve you better and meet your particular needs
- recording of your photograph during any of our corporate events or third party open day
- function or post when you commence a business relationship with us
- resume or CVs when you apply job with us

For general web browsing although no personal data is revealed to us, certain technical and statistical information is available to us via our internet service provider such as cookies, your IP address, the time, date and duration of your visit. If you provide us with any personal data relating to a third party (e.g. information of your spouse, children, parents, and/or employees), by submitting such personal data to us, you represent to us that you have obtained the consent of the third party to provide us with their personal data for the purposes as listed below.

### **How We Collect Your Personal Data**

We may collect personal data either from you, from your authorized representatives, from third parties, or from publicly available sources which may include (but is not limited to):

- when you contact us in person, by a phone call or over the counter (for example when you contact us for any enquiries, complaints, comments or feedbacks, we may keep record of that correspondences)
- when you participate in any surveys, questionnaires, competitions, contests, offers, or promotions done internally or via an appointed third party
- when you commence a business relationship with us (for example, as a service provider, or business partner)
- when you attend any of our corporate events or third party open day
- when you visit or browse our websites
- when you apply job with us
- when you interact with us via social media or interactive applications including but not limited to Facebook, Twitter, and Instagram

- from such other sources where you have given your consent for the disclosure of personal data relating to you, and/or where otherwise lawfully permitted.

### **Use of Personal Data Collected**

You agree that we may use your personal data where permitted by applicable law and for the following purposes:

- to verify your identity
- to carry out your instructions or to respond to any enquiries, complaints, comments or feedbacks that you have submit to us
- to compile information for analysis and in reports for relevant regulatory authorities
- to transfer or assign our rights, interests and obligations under any of your agreements with us
- to update, consolidate and improve the accuracy of our records
- to administer competitions, contests, offers, or promotions
- to produce data, reports and statistics which have been anonymised or aggregated in a manner that does not identify you as an individual
- to conduct research for analytical purposes including but not limited to data mining and analysis of your transactions with us
- to conduct surveys, questionnaire, and provide you with information from us or which we feel may interest you, where you have consented to be contacted for such purposes
- to comply with any legal or regulatory obligations under the applicable laws, regulations, guidelines or industry codes that applies to us
- to provide training for our staff
- to conduct marketing and information technology activities (for example, market research)
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

### **With Whom We Share Your Personal Data**

We may be required or need to disclose information about you to the following third parties:

- federal or state government
- law enforcement agencies
- government agencies
- our regulator
- other parties in respect of whom you have given your express or implied consent
- Any credit reporting agencies or in the event of default, any debt collection agencies subject to the permitted law applicable to us.

### **Your Rights to Access and Correct Your Personal Data**

We can assist you to access and correct your personal data held by us. Where you wish to have access to your personal data in our possession, or where you are of the opinion that such personal data held by us is inaccurate, incomplete, misleading or not up-to-date, you may make a request to us.

### **How Long We Will Keep Your Personal Data**

We will retain your personal data in compliance with this Policy and/or the terms and conditions of your agreement(s) with us, for such period as may be necessary to protect our interests and/or our customers as may be deemed necessary, where otherwise required by the law and/or where required by our relevant policies.

### **How We Protect and Safeguard Your Personal Data**

We endeavour to take all reasonable steps to protect your personal data and keep your personal data secured. This includes following our security procedures (like checking your identity when you call us).

### **Transfer of Your Personal Data**

Any personal data, which you volunteer to us, will be treated with the highest standards of security strictly in accordance with the PDPA 2010.

### **Your Consent**

By submitting your personal data, you consent to the use of that personal data as set out in this Policy. If we change our Policy, we will publish the amended version. But you can email or write to us to ask for a copy.

**Revision History:**

<b>Version No</b>	<b>Date</b>	<b>Amended by</b>	<b>Approved by</b>
V1.0	14 April 2021	Samuel Sia	Ng Sheau Chyn

**Change History:**

<b>Version No</b>	<b>Change Details</b>
V1.0	Initial Policy