

PRIVACY POLICY

We, PLUS Malaysia Berhad and our subsidiaries (collectively, "PLUS") respect your right to privacy and we respect all Personal Data you provide to us.

We are committed to protecting all Personal Information kept by us. PLUS is bound by the Personal Data Protection Act 2010 ("PDPA") and all other applicable laws in Malaysia in respect of Personal Data protection.

For the purpose of this Privacy Policy:

"Authorised Third Parties" means PLUS's contractors, agents or third party suppliers or service providers with whom PLUS enters into an agreement;

"PLUS", "we", "us" or "our" means collectively, PLUS Malaysia Berhad, a company incorporated in Malaysia and having its place of business at Menara Korporat, Persada PLUS, Persimpangan Bertingkat Subang, KM15, Lebuhraya Baru Lembah Klang, 47301 Petaling Jaya, Selangor and its subsidiaries;

"Personal Data" means any personal information relating to you that you have provided to PLUS or made available to PLUS;

"Sensitive Personal Data" comprises information as to your physical or mental health or condition, political opinions, religious beliefs or other beliefs of a similar nature, commission or alleged commission of any offence, or any other information designated as such; and

"Services" comprises any communications, information or other products or services provided by PLUS to you.

1. COLLECTION OF PERSONAL DATA

1.1 We may obtain your Personal Data from various sources.

1.2 The types of Personal Data we may obtain about you are:

- a) contact information;
- b) business contact information;
- c) username and password to access our Services;
- d) financial information;
- e) employment information;
- f) medical records;
- g) social media identifier; and
- h) other information (such as language preference, age, date of birth, gender and family status).

1.3. We may also obtain your Personal Data from publicly available information systems and reporting agencies in connection with our contract with you.

2. USE OF PERSONAL DATA

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- a) to communicate with you;
- b) to provide Services to you;
- c) to process your transactions;
- d) to respond to your inquiries;
- e) to administer your participation in contests;
- f) to conduct internal activities;
- g) to conduct market surveys and trend analysis;
- h) to provide you with information on products and services of PLUS;
- i) for other legitimate business activities of PLUS; and
- j) for such other purposes in relation to your contract with PLUS.

(collectively, "**Purposes**").

3. INFORMATION SHARING

- 3.1 We do not sell or otherwise use, process, record, hold, store, share and disclose ("**process**") your Personal Data we collect about you, except as described in this Privacy Policy or otherwise disclosed to you at the time the Personal Data is collected.
- 3.2 We may need to share your Personal Data with Authorised Third Parties who perform services on our behalf. We do not authorise the Authorised Third Parties to use or disclose the information except as necessary to perform certain services on our behalf or comply with legal requirements. We require the Authorised Third Parties by contract to appropriately safeguard the privacy and security of Personal Information they process on our behalf.

4. PERSONAL DATA PROTECTION PRINCIPLES

- 4.1 We will process Personal Data provided to PLUS by you when you register or apply for or express an interest in our Services with your specific consent.
- 4.2 We may use your Personal Data for the Purposes above mentioned.
- 4.3 If you are below the age of 18, you should ensure that you obtain the prior consent of your parents or legal guardian before using PLUS's Services.
- 4.4 Any individual who have provided his/her Personal Data prior to this Policy, may contact PLUS using the contact details set out below to know what types of Personal Data have been processed and the purpose for the processing.
- 4.5 PLUS will not process Personal Data without your prior written consent, except for the Purposes and where it is required or permitted under Malaysian law.
- 4.6 You will be given the opportunity to 'opt-out' of having your Personal Data used for purposes not directly related to the Services at the point where PLUS asks for

information. If you do not wish to receive our promotional updates you may opt-out of receiving these communications by emailing us at askaboutPDPA@plus.uemnet.com. Please note that should you decide to "opt-out", we may not be able to provide you with certain Services and your subscription to or application for certain Services may be declined, denied or refused by PLUS.

- 4.7 PLUS will not sell or rent your Personal Data to third parties. Other than as provided in this Policy, PLUS will not disclose your Personal Data to any third party without your consent.
- 4.8 PLUS may from time to time, contact you on behalf of external business partners about particular goods, offers or services that may be of interest to you. In those cases, Personal Data that may identify you will not be transferred to the third party.
- 4.9 PLUS may however, need to work with Authorised Third Parties for the Purposes or to provide part or all of PLUS's Services and/or other services to you or to perform market research and statistical analysis. In such situations, PLUS will share your Personal Data as is necessary for the Authorised Third Party to perform these services, on a strictly confidential basis. These parties are not allowed to process your Personal Data disclosed to them except for the limited purpose of providing the particular service for PLUS.
- 4.10 PLUS may use or disclose your Personal Data for accounting or reporting purposes, subject to the terms of this Privacy Policy.
- 4.11 It may be necessary to transfer your Personal Data to other entities or service providers located in countries outside Malaysia. This may happen where PLUS's servers or suppliers and service providers are based outside Malaysia or where you use the Services from countries outside Malaysia. In these instances PLUS will take steps to ensure that your privacy rights are respected in accordance with this Policy.
- 4.12 PLUS has implemented security policies, rules and technical measures to protect your Personal Data from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss. All our employees and data processors, who have access to and are associated with the processing of Personal Data, are obliged to respect the confidentiality of your Personal Data.
- 4.13 Personal Data that PLUS collects from you will be stored and backed up securely in a location which is accessible by PLUS's authorised personnel.
- 4.14 In discharging its responsibilities with respect to the confidentiality of Personal Data, PLUS will employ a number of safeguards, appropriate to the sensitivity of the information, to protect Personal Data against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Such safeguards will include physical measures, organizational measures and technological measures, for example locked filing cabinets, restricted access to offices, security clearances and limiting access on a "need to know" basis and use of passwords and encryption. Procedures for implementing these measures will be communicated to PLUS employees and third parties to ensure compliance with this principle.

- 4.15 PLUS will store your Personal Data as long as the purpose it was collected for remains valid and thereafter for a period of seven years or any other period of time required and/or permitted by Malaysian law.
- 4.16 PLUS takes all reasonable precautions to ensure that the Personal Data that we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information that you provide.
- 4.17 You have the right to access your Personal Data, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons. We reserve the right to charge a fee for searching for and providing access to your information.
- 4.18 PLUS reserves the right to refuse to provide PLUS's visitors with a copy of their Personal Data by providing a written explanation for such refusal.
- 4.19 You can have access to your Personal Data that PLUS has in its possession or control and may request that your Personal Data be amended for purposes of accuracy and completeness.
- 4.20 You may at any time remove your personal details from our database, or amend or correct your Personal Data. If you remove your Personal Data from our records, we will no longer be able to provide the Services to you.

5. SENSITIVE PERSONAL DATA

- 5.1 Where required under Malaysian law, PLUS will obtain consent from you before we process your Sensitive Personal Data.
- 5.2 PLUS will process Personal Data or Sensitive Personal Data without your consent only in those limited circumstances as permitted by Malaysian law.

6. PLUS'S WEBSITE

- 6.1 PLUS promotes products and services via its website. When you visit PLUS's sites, its web servers generally record anonymous information such as the time, date and URL of the request. This information assists PLUS to improve the structure of its websites and monitor their performance. From time to time PLUS may also use Authorised Third Parties to analyse this anonymous information.
- 6.2 As mandatory in the usage of the PLUS's websites PLUS may require standard information such as a Login ID, password, Personal Data for verification purposes, contact details and identification numbers. This information is necessary for PLUS to provide the services an individual applied for.

7. IP ADDRESSES AND COOKIES

- 7.1 PLUS may also collect Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. PLUS may collect and manage IP addresses as part of the service of providing internet session management and for security purposes.
- 7.2 PLUS's websites may transmit to any customer's computer a "cookie". A cookie is a package of data that allows PLUS's server to identify and interact more effectively with the customer's computer having to spend time on identifying each customer user, thereby also providing additional login convenience. You may configure and personalize its current browser to refuse, reject or delete such cookies.

8. CONTACTING PLUS

- 8.1 You may submit your written request, between 9.00AM and 5.00PM, Monday to Friday, if:
 - (a) you have any questions in relation to this Privacy Policy; or
 - (b) for access to, or correction of, your Personal Data or limit the processing of your Personal Data upon payment of a prescribed fee.
- 8.2 Such request must be directed to-

Email : askaboutPDPA@plus.uemnet.com
(Attn: Head, Legal and Secretarial Support Department)

PLUSLINE : 1800-88-0000