

## **PRIVACY NOTICE FOR BUSINESS PARTNER**

### **1. Introduction**

- 1.1. We, PLUS Malaysia Berhad (Company No. 201001039714 (923639-A)), our subsidiaries and associate companies (collectively hereinafter referred to as, “PLUS”, “we”, “us” or “our”) respect the right of the data subject (hereinafter referred to as, “you” or “your”) to privacy and we respect all Personal Information you provide to us.
- 1.2. 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 law in Malaysia in respect of privacy protection which set out a number of principles concerning Personal Information and consumer protection in Malaysia.
- 1.3. You are obligated to read our full Privacy Policy every time before providing us with your Personal Data. By providing PLUS with your Personal Data, you are hereby giving consent for us to collect, use and process your Personal Data.
- 1.4. You hereby understand and consent that your Personal Data may be transferred to, stored, used and processed in a jurisdiction other than Malaysia, as indicated in this Privacy Notice or where our servers are located outside of Malaysia.
- 1.5. Unless stated otherwise, the definition of wordings under this Privacy Notice For Business Partner shall follow the definition provided under the Privacy Policy.

### **2. Types of Data Collected**

- 2.1 Throughout the process of application and registration as Business Partner, we may collect the following Personal Data: -
  - name;
  - NRIC;
  - gender;
  - address;
  - relationship information;
  - marital status;
  - race;
  - occupation;
  - photograph and video recording;
  - family details including spouse, dependents, relatives;
  - details on personnels, witnesses and referees;
  - bank account details; and
  - sales/ income records (point of sales)

- 2.2 We may also obtain your personal information from publicly available information systems and reporting agencies in connection with our contract with you.
- 2.3 Unless stated otherwise, it is compulsory for you to provide us with the Personal Data as per requested in the relevant application and registration form. However, please be informed that if you choose to withhold, withdraw or limit consent for us to process your Personal Data, we may not be able to continue our commercial relationship with you and we-reserve the right to reject your application to be our Business Partner.
- 2.4 The types of data collected stated in Paragraph 2.1 above is non-exhaustive and may vary as deemed necessary by PLUS.

### **3. Sensitive Personal Data**

- 3.1 Where required under the Malaysian laws, PLUS will obtain consent from you before we process your sensitive personal information.
- 3.2 PLUS will process personal information or sensitive personal information without your consent only in those limited circumstances as permitted by Malaysian law.

### **4. Source of Data**

- 4.1 In addition to the Personal Data you provide to us directly, we may collect your Personal Data from a variety of sources such as: -
  - when you fill up PLUS application forms, registration forms or other forms;
  - when you provide PLUS with any inquiries, feedbacks, complaints or claims;
  - from publicly available sources such as directories;
  - from your interaction with us through our social media pages, such as following, commenting, liking or messaging us on such pages;
  - when you interact and communicate with us at any events, activities or correspondences;
  - from our various entities or divisions as well as our related, associated or affiliated companies (this includes entities within the PLUS Group of Companies);
  - by visiting, interacting and communicating with us and using our services on our online platform, your Personal Data may also be collected from cookies, web beacons, GPS and other technical methods which may involve the transmission of Personal Data either directly to us or to another Authorised Third-Party to collect information on our behalf used on the online platform; and
  - from our due diligence service providers.

4.2 Our online platform may be linked to Third-Party Sites. This Privacy Notice and the Privacy Policy does not apply to such Third-Party Sites as those sites are outside of our control. If you choose to access Third-Party Sites using the links provided, the operators of these sites may collect your personal information. You are obligated to read and consent to the privacy policies of these Third-Party Sites before submitting any personal information. We shall not be held responsible legally or otherwise for the activities, privacy policies or levels of privacy compliance of these Third-Party Sites.

## 5. Data Usage Purpose

5.1 We collect Personal Data for the following purposes:

- to assess and process your application and registration as Business Partner;
- to assess suitability to engage in a business transaction;
- to meet our contractual obligation;
- to respond to any inquiries;
- to inform on customer complaints;
- to promote your products and services on any of our online platforms;
- to provide services such as communications, information, other products or services provided by PLUS to you;
- to process participation in any events, activities, contests, promotions, polls or surveys organised by PLUS;
- for PLUS internal administrative, management and operational purposes, such as auditing, data analysis and database records;
- for research including studies on history, statistic and for the purpose of service and product improvement;
- to match any data related to you which is retained by us or any of our related companies from time to time;
- to allow us to monitor, re-analyze and improve the product and services offered by us;
- to assessment and analysis on market, customer; product and our services, including requesting for your opinion on our products and services;
- to provide you with frequent communication relationship (besides direct marketing materials) from us;
- for calculation and sale commission charge that is payable by you;
- for investigation on complaints, claims, suspicious or doubtful transactions;
- to attend to your data access requests and to ease our daily operations;
- to meet legal requirements or regulations or however is allowed under the laws or regulations;
- to manage risks such as commercial related risk, non-compliance risk, procurement risk etc.;

- for purposes of detection, prevention and prosecution of crime whether within or outside of Malaysia; and
- for any other reasons as per agreed by you.

5.2 If you do not consent to us processing your Personal Data for the Purposes stated in Paragraph 5.1 above, please notify us using the contact details stated in Paragraph 12 below.

## 6. Disclosure of Personal Data

6.1 We may disclose your Personal Data to the following parties:

- our Authorised Third-Party;
- our related, associated or affiliated companies (this includes entities within the PLUS Group of Companies);
- any Authorised Third-Party or its related, associated or affiliated companies to provide products/services in relation to their businesses, whether in or outside Malaysia subject to sufficient security controls over the information such as data processing services, systems and website maintenance, media and marketing services, delivery services, audit and banking;
- any actual or proposed assignee, transferee, participant or sub-participant of our rights or business such as in connection with its actual or proposed business,
- any person to whom we are under an obligation to make disclosure under the requirements of any law, rules, regulations, court order, codes of practice or guidelines binding on us including, without limitation, any applicable regulators, governmental bodies, or industry recognised bodies, and where otherwise required by law, whether within or outside of Malaysia; and
- to such parties as may be permitted under the Malaysian laws.

6.2 We may disclose your personal information if required to do so by law or in good faith, if such action is necessary to:-

- comply with any law requirement from Government bodies, regulatory bodies, law enforcement agencies, court orders or legal process; or
- protect and defend the rights or property of the PLUS Group of Companies and their users.

6.3 We might sell or buy companies, subsidiaries, or business units as we continue to develop our business. In such transactions, your information may be disclosed to third parties involved in the transactions. If you are to be placed in another entity, your information will be transferred to that entity.

## **7. Rights and Choices**

- 7.1 If you would like to may make any inquiries, complaints, access or correction requests or request for us to limit the processing of your Personal Data for the purpose relating to the Data Usage Purpose as provided under Paragraph 5 above, please contact us using the Contact Details in Paragraph 12 below.
- 7.2 We reserve the right to impose a fee for access of your Personal Data in the amounts as permitted under the law. In respect of your right to access and/or correct your Personal Data, we have the right to refuse your request to access and/or make any correction to your Personal Data for the reasons permitted under law, such as where the expense of providing access to you is disproportionate to the risks to your or another person's privacy.
- 7.3 Where you elect to limit our right to process your Personal Data, you may contact us in writing at our email address in Paragraph 12 below.
- 7.4 If you do not wish for your Personal Data to be collected via cookies on the online platform, you may deactivate cookies by adjusting your internet browser settings to disable, block or deactivate cookies, by deleting your browsing history and clearing the cache from your internet browser.

## **8. Personal Data from Minor and Other Person**

- 8.1 In the event Personal Data of minors (individuals under eighteen (18) years of age) is provided to us, you, as their parent or legal guardian hereby consent to the processing of the minor's Personal Data and personally accept and agree to be bound by this Privacy Notice and take responsibility for his/her actions.
- 8.2 In some circumstances you may have provided Personal Data relating to other persons such as your spouse, family members or friends and in such circumstances you represent and warrant that you are authorised to provide their Personal Data to us and you have obtained their consent for their Personal Data to be processed and used in the manner as set forth in this Privacy Notice.

## **9. Retention and Disposal of Personal Data**

- 9.1 The Personal Data collected will be retained by us for the duration permitted/required under Malaysian law, which may extend to periods after termination of your contractual relationship with us.
- 9.2 Where the Personal Data is no longer necessary, such Personal Data will be disposed according to PLUS's data disposal related policy and procedure unless the laws in Malaysia requires it to be archived in the public interest.

## 10. Data Security

We ensure the security of Personal Data as follows:

- sufficient security control system by combining electronical and physical access control, firewall technology and other reasonable security steps to protect the security and privacy of your Personal Data;
- our Personnel only has access to your Personal Data on a “need to know” basis; and
- our Authorised Third-Party has put in place the appropriate security measures as per our contract with them.

## 11. Further Amendments and Conflict

11.1 We reserve the right to update and/or amend this Privacy Notice and the Privacy Policy. As such, you are expected to read this Privacy Notice each time you wish to provide your Personal Data to PLUS.

11.2 If you continue to provide us with your Personal Data in any form e.g. email, phone call, letter etc. you shall be deemed to have accepted such changes in our Privacy Notice.

11.2 In the event of any conflict between the English and other language versions, the English version shall prevail.

## 12. Contact Details

If you would like to make any inquiries, complaints, access or correction requests or request for us to limit the processing of your Personal Data relating to the Data Usage Purpose as provided under Paragraph 5 above, please contact us at:-

Head of Compliance & Integrity  
Email to: [compliance@plus.com.my](mailto:compliance@plus.com.my)