

DIGITAL PERAK CORPORATION HOLDINGS PRIVACY POLICY

We, Digital Perak Corporation Holdings (752984-U) (herein referred as “Digital Perak” an/or “Us” and/or “We” and “Our”) is committed to protect your privacy in accordance with the Personal Data Protection Act 2010 (herein referred as “PDPA” an/or “the Act”). This Policy explains :

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

Personal Data We May Collect from You

We may collect the following personal data about you:

- 1. Personal contact information** that includes any information you provide to us that allow us to contact you.
 - Such as your full name, passport or identity card number, postal address, e-mail address, social network details, phone number, nationality, religion, and resume or curriculum vitae when you applying for a job using our website.
- 2. Account login information** which is any information that is required to give you access to your specific account profile.
 - Examples include your login ID/email address, screen name, password in unrecoverable form, and/or security question and answer.
- 3. Sensitive personal data** that includes any personal data consisting of information as to the physical or mental health or condition, religious beliefs, political opinions, criminal background or trade member union membership.
- 4. Information from computer and/or mobile device** which is any information about the computer system or other technological device that you use to access our website or apps.
 - Such as the Internet protocol (IP) address used to connect your computer or device to the Internet, operating system type, and web browser type and version. If you access Digital Perak’s website or app via a mobile device such as a smartphone, the collected information will also include, where permitted, your phone’s unique device ID, advertising ID, geo-location, and other similar mobile device data.
- 5. Photographs or videos**
 - Such as recording of your image and video via CCTV cameras installed at our premises, during any of our corporate events, open day or our social media.
- 6. Payment and Financial information** that includes any information that we need in order to fulfil an order or that you use to make purchase, such as your debit or credit card details (cardholder name, card number, expiration date, etc.) or other forms of payment (if such are made available) when using apps designed by us or when using our website. In any case, we or our payment processing provider(s) handle payment and financial information in a manner compliant with applicable laws, regulations and security standards.

7. **Consumer-generated content** which is any content that you create and then share with us on third party social networks or by uploading it to one of our website or apps, including the use of third party social network apps such as Facebook or Instagram.
 - Such as photos, videos, personal stories, or other similar media or content. Where permitted, we collect and publish consumer-generated content in connection with a variety of activities, including contests and other promotions, website, consumer engagement, and third party social networking.
8. **Market research & consumer feedback** that is any information that you voluntarily share with us about your experience of using our products and services.
9. **Calls to Customer Engagement Services (CES)** which communications with a CES can be recorded or listened into, in accordance with applicable laws, for local operational needs (e.g. for quality or training purposes). Where required by law, you will be informed about such recording at the beginning of your call.

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 represented to us that you have obtained the consent of the third party to provide us with their personal data for the purpose 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 visit or browse or register with our website;
- when apply job by using our website;
- when you register for our service & product;
- 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 feedback, 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, business partner, deployment partner, or vendor);
- when you interact with us via our social media, interactive application or apps including but not limited to Facebook, Instagram, Tiktok and LinkedIn;
- when you attend any of our corporate events, trainings, seminar, exhibition or third party open day
- when we collect information about you from third parties we dealt with or are connected with you (payment gateway service, credit reporting agencies, financial institutions or our vendors);

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

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 manage and maintain your account or contract with us;
- to notify you about benefits and changes to the services;
- for internal administrative purposes;
- to provide and improve our services to you including fulfilling audit requirements, billing and payment for the services;
- to carry out your instructions or to respond to any enquiries, complaints, comments or feedbacks that you have submit to us;
- to protect or enforce our rights to recover any debt owing to us;
- to compile information for analysis and in reports for relevant legal and regulatory authorities;
- to update, consolidate and improve the accuracy of our records;
- to administer competitions, contests, promotions or offers;
- to produce data, reports and statistics;
- 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 engage in business transactions in respect of services or products to be offered and provided to you;
- to detect and/or prevent fraudulent activities;
- to help us monitor and improve the performance of our products, services, websites our customer relations teams and to make these more efficient;
- to maintain and develop our websites, software and apps including testing and upgrading of these systems;
- to comply with any legal or regulatory obligations under the applicable laws, regulations, guidelines or industry codes that applies to us;
- for internal management of the services or products being provided to you;
- to maintain records required for security, claims, audit, compliance or other legal purposes;
- to provide training for our staffs and quality assurance;
- to conduct marketing and information technology activities (e.g. market research);
- to person who have been identified as being you or your authorised representatives (s) pursuant, for the purpose of the relevant transaction or enquiry;
- to third party with whom we have contracted to provide services to us (such as analysis on our behalf or running the apps or website or software for us) for any of the purposes above. Where we disclose your personal data to third party we shall ensure that such data is used only for the smooth efficacy of our product and service;
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

As a part of providing you with our products and services, 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;
- government linked companies;
- companies or organizations that act as our agents, contractors, service providers or professional consultant;
- companies or organizations that assist us in processing and/or otherwise fulfilling transactions and providing you with services that you have requested;
- our business associates and other parties for purposes that are related to the purpose of collecting and using your personal data;
- 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.;
- any financial institutions, merchants, payment card operators and card associations in relation to any payment card (whether virtual or otherwise) issued to you by us;
- payment channels including financial institutions for purposes of maintaining financial records, assessing or verifying credit and facilitating payments of any amount due to us;
- parties that we appoint or with other service providers to establish and maintain a common database where we have a legitimate common interest;
- any organization that buys us or if we are reorganized or if we sell any part of our business or assets where any personal information we hold about you will be transferred;

If Personal Data Provided by You Is Incomplete

Where indicated in our application or registration forms manually or electronically, it is obligatory to provide your personal data to us to enable us to process your application for our services. Should you fail to provide a complete and obligatory personal data, we may not be able to process your application or provide you with our services.

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 by giving written notice. However, your access may be subject to fees to meet our costs.

How We Protect and Safeguard Your Personal Data

We endeavor 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). Our site may link to other websites and we are not responsible for their data policies, procedures or their content.

Retention of Your Personal Data

In accordance with applicable laws, we will use your personal data for as long as necessary to satisfy the purposes for which your personal data was collected or to comply with applicable legal requirements. Personal data used will be kept for a duration permitted by applicable laws.

Transfer of Your Personal Data Outside Malaysia

Any personal data, which you volunteer to us, will be treated with the highest standards of security strictly in accordance with the PDPA 2010. It may be necessary for us to transfer your personal data outside Malaysia if any of our service providers or business partners are involved in providing part of a services are located in countries outside Malaysia. You consent to us transferring your personal data outside Malaysia in these instances. We shall take reasonable steps to ensure that any such service providers or business partners are contractually bound not to use your personal data for any reason other than to provide the services they are contracted by us to provide and to adequately safeguard your personal data.

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 on this page. But you can email or write to us to ask for a copy. Continued use of the service will signify that you agree to any such changes.

Our Contact Details

If you have any questions about this Policy, or have any further queries, or would like to make a complaint or data access or correction request in respect of your Personal Data, you may contact us at the contact details below:

Data Protection Officer		Fa'aib Bin Ja'afar
Address	:	Digital Perak Corporation Holdings Perak Techno Trade Centre, 17th Floor, Off Jln Jelapang, Bandar Meru Raya,

		30020 Ipoh, Perak.
Contact No	:	05-5261881
Email Address	:	faaib.jaafar@digitalperak.com.my