

## **IHI POWER SYSTEM MALAYSIA SDN BHD PRIVACY NOTICE**

### **What Personal Data do we collect?**

**IHI Power System Malaysia Sdn Bhd (the "Company")** respects your right to privacy, and we keep your Personal Data secure and we will only use your personal information in the manner in which you want us to.

This Privacy Notice describes how the Company collects, uses, processes and discloses your Personal Data through the use of our website, products, features and our other services.

**"Personal Data"** is any information which can be used to identify you or from which you are identifiable and shall include Sensitive Personal Data and expressions of opinion about you.

**"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 Personal Data designated as such.

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

- contact information;
- business contact information;
- username and password to access our Services;
- financial information;
- employment information;
- medical records;
- social media identifier; and
- other information (such as shopping behaviour and preferences, language preference, age, date of birth, gender and family status).

### **What do we use your Personal Data for?**

Any of the Personal Data we collect from you may be used in one of the following ways:

- to provide our products and services to you;
- to provide you with relevant products and services information;
- to administer our relationship and maintain contractual relations;
- to administer your account with us;
- to send you promotional materials relating to our products and services;
- to respond to your enquiries;
- for marketing and business development;
- to comply with our legal and regulatory obligations;
- to establish, exercise or defend legal rights;
- to improve customer service: your Personal Data helps us to more effectively respond to your customer service requests and support needs;
- to perform internal operations to provide our services such as troubleshooting software bugs & operational problems, monitoring and analysing activity trends;
- in other circumstances, such purposes that are necessary or directly related to your relationship with us or where it is permitted under the applicable laws;
- to conduct internal activities
- any other purposes necessary to operate our business and/or

- your Personal Data will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of the sale and delivery of the products on the Site.

### **Collection of Personal Data**

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

We collect your Personal Data in the following manner: -

- a) When you provide your Personal Data to us, we collect your Personal Data when you voluntarily provide it to us such as below:-
  - when you create an account on our website;
  - when you fill up a user profile or registration form; and
  - when you fill up demographic information in surveys.
- b) Your Personal Data may be collected when you are using our services such as below:
  - feedback, ratings and compliments;
  - transaction information; and/or
  - information about your experience using our services.
- c) When you provide a third party's Personal Data

In some situations, you may provide a third party's Personal Data (such as your spouse, family members or friends) to us. If you provide us with their Personal Data, you represent and warrant that you have obtained their consent for their Personal Data to be collected, used, processed and disclosed as set out in this Notice.

### **Personal Data of minors**

We do not knowingly collect Personal Data from any individual under the age of 18 years old. As a parent or legal guardian, please do not allow the minor under your care to submit Personal Data to us. In the event that any Personal Data of a minor is disclosed to the Company, you hereby signify your consent to the processing of the minor's Personal Data as a parent or legal guardian of the minor and personally accept and agree to be bound by this Notice and take responsibility for his or her actions.

### **How do we protect your Personal Data?**

To safeguard your Personal Data from unauthorized access, collection, use, disclosure, processing, copying, modification or similar risks, we have implemented a variety of security measures to main the safety of your personal information when you enter, submit, or access your personal information, which may include (but not limited to): SSL certificate signing, TLS encryption, and hashed password storage.

## **Collection of Computer Data**

When you visit the Site, our company servers will automatically record information that your browser sends whenever you visit a website. This data may include:

- Your computer's IP address;
- Browser type;
- Webpage you were visiting before you came to our Site;
- The pages you visit within the Site;
- The time spent on those pages, items and information searched for on our site, access times and dates, and other statistics.

This information is collected for analysis and evaluation in order to help us improve our site and the products and services we provide. This data will not be used in association with any other personal information.

## **Do we use cookies?**

We use first party cookies to remember your preference, and to improve your experience when visiting our website. We may use the data collected using cookies to serve you with advertisement in an effort to market our products and services.

Google, as a third party vendor, uses cookies to serve ads on our site. Google's use of the DART cookie enables it to serve ads to our users based on visit to our sites and other sites on the Internet. Users may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy.

## **Updating Your Personal Data**

It is important that the Personal Data that you provide to us is accurate and complete for you to continue using our services. You are responsible for informing us of any changes to your Personal Data or in the event you believe that the Personal Data we have about you is inaccurate, incomplete, misleading or out of date.

You can update your Personal Data anytime by accessing your account. If you are unable to update your Personal Data through your account, you can do so by contacting our data protection department.

## **Do we disclose any Personal Data to third parties?**

We do not sell, trade, or otherwise transfer to third parties your Personal Data. This does not include trusted third parties who assist us in operating our website, conducting our business, providing services to you, so long as those parties agree to keep this Personal Data confidential. We may also release your Personal Data when we believe release is appropriate to comply with the law, enforce our site policies for the prevention or detection of a crime, protect public interest or protect ours or other rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

## **Disclosure of Personal Data**

The Personal Data which you have provided to us will generally be kept confidential, but your Personal Data may be disclosed to the following categories of parties:-

- a) any person to whom we are compelled or required to do so under law or in response to a government agency;
- b) government agencies and statutory authorities;
- c) our auditors, consultants, accountants or other financial or professional advisors;
- d) any other individuals or organizations with your consent or instructions;
- e) our subsidiaries and our associated companies; and/or
- f) our service providers and business partners such as our vendors, courier service companies, consultants, marketing partners, research firms, payment processors and
- g) facilitators, data analytics providers and financial and insurance partners.

## **Client's Right of Access and Correction**

You have the right to request access to and correct your Personal Data held by us. In this respect, you may:-

- a) check whether we hold or use your Personal Data and request access to such data;
- b) request that we correct any of your Personal Data that is inaccurate, incomplete, misleading or out-of-date;
- c) request that your Personal Data is retained by us for only as long as necessary for the fulfilment of the purposes for which it was collected;
- d) request that we specify or explain our policies and procedures in relation to data and the types of Personal Data handled by us; and
- e) withdraw, in full or in part, your consent given previously, in each case subject to any applicable legal restrictions, contractual conditions and a reasonable time period. However, if you withdraw your consent, it could affect our provision of services to you.

The department to whom written requests for access to your Personal Data or to correct and/or delete your Personal Data or for information regarding policies and procedures and types of Personal Data handled by us are set out below:

### **Contact Person**

**Name: Norazrin Binti Mohd Hassan**

**Designation: Assistant Manager Human Resources**

**Contact No: 018-2346256**

**Email: norazrin@ihi-ps.com.my**

**Address: Letter Box No.52, 19<sup>th</sup> Floor, UBN Tower, 10, Jalan P.Ramlee, 50250 Kuala Lumpur**

## **Sensitive Personal Data**

Where required under Malaysian law, we will obtain consent from you before we process your Sensitive Personal Data.

We will process Personal Information or Sensitive Personal Data without your consent only in those limited circumstances as permitted by Malaysian law.

## **Retention of Personal Data**

We will only retain your Personal Data for as long we are either required to by law or as is relevant for the purposes for which it was collected.

We will cease to retain your Personal Data or remove the means by which the Personal Data can be associated with you as soon as it is reasonable to assume that such retention no longer serves the purposes for which the information was collected and is no longer necessary for any legal or business purposes.

## **International Transfer of Personal Data**

Your Personal Data may be transferred to a country outside Malaysia for the purpose of responding to questions or feedback on our products or services or our business; for market analysis; knowledge on industry developments; planning corporate events and marketing other products and services of the Company, where there is in place in force laws which are substantially similar to the Personal Data Protection Act 2010. We shall undertake all reasonable precautions and exercise all due diligence to ensure that the personal data will not in that place be processed in any manner which, if that place is Malaysia, will be in contravention of the PDPA. You understand and consent to the transfer of your Personal Data to another country.

## **Your consent**

It is necessary for us to collect and process your personal data for the purposes as set out in this Notice. It is voluntary basis for you to supply your personal data. However, if you do not provide us with your Personal Data, we are unable to, process your personal data for the purposes as set out in this Privacy Notice.

By disclosing your Personal Data to us, you agree and consent to us processing your Personal Data for the purposes stated in this Privacy Notice. Nevertheless, you still have the right to withdraw your consent or restrict the purpose(s) and methods in which we process your Personal Data and the Personal Data relating to other persons who may be identified from your Personal Data at any time in accordance with the terms of this Privacy Notice.

## **Third Party Sites**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **Terms and Conditions**

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at <https://www.ipsm.com.my/ipsm/>.

## **Changes to our Privacy Notice**

If we decide to change our privacy notice, we will post those changes on our website.

## **Protection of Personal Data**

The Company has put in place reasonable security measures, both physical and IT security, to safeguard Company Person's personal data against unauthorised access, collection, use, disclosure, copying, modification, disposal or other similar risks.

## **Prevailing Interpretation**

This Privacy Notice is made available in Bahasa Malaysia and English. In the event of any inconsistency or conflict, the English version shall prevail.

[2<sup>nd</sup> May 2023]