

PRIVACY POLICY

This page explains our privacy policy which includes the use and protection of any information submitted by users.

The Personal Data Protection Act 2010 (“Act”) is an Act that is passed by the Malaysian government to regulate the processing of personal data in commercial transactions. To comply with the Act, Raffcomm Technologies Sdn. Bhd. (“RTSB”) are required to manage the personal data the RTSB collects from you.

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

Collection of Personal Data

1. “Personal Data” shall have the meaning prescribed in the Act and particularly, means any information that relates directly or indirectly to an individual who is the subject of the personal data, who is identified or identifiable from that information that have been or may be collected, stored, used and processed by RTSB from time to time such as your name, address, telephone number, NRIC, email address, your personal preferences, particulars of your spouse or family members and bank account information and any information which may identify you, your spouse or family members.

2. If you choose to register and transact using our portal/ website or send an e-mail to us which provides personally identifiable data, this data may be shared with SURUHANJAYA SYARIKAT MALAYSIA so as to serve you in the most efficient and effective manner. An example might be in terms of resolving or addressing complaints that require escalation to SURUHANJAYA SYARIKAT MALAYSIA.

3. No personally identifiable information is gathered during the browsing of SSM e-Info services except for information given by you via e-mails and registration in e-Account.

Purpose of Collection and Processing of Personal Data

4. RTSB may collect and process your Personal Data for one or more of the following purposes:

- ❖ To give you the best user experience
- ❖ To improve our customer service
- ❖ To communicate with you
- ❖ To conduct or facilitate internal audits and investigations

and you agree and consent to RTSB using and processing your Personal Data in the manner as identified in this notice.

5. Please note that the aforesaid list is not exhaustive and only includes some of the most common purposes we may collect and process your Personal Data. We may also collect and process your Personal Data for any other purposes that are required or permitted by any law, regulations, guidelines and/ or relevant regulatory authorities.

Transfer of Personal Data

6. Your Personal Data may be transferred to, stored, used and processed to a location outside of Malaysia. You understand and consent to the transfer of your Personal Data out of Malaysia as described herein. To safeguard your Personal Data, all electronic storage and transmission of Personal Data are secured and stored with appropriate security technologies.

Disclosure to Third Parties

7. We generally keep your Personal Data confidential but in limited circumstances and when it is necessary for us to fulfil our purposes of collecting and processing your Personal Data as outlined in this document, we may disclose your Personal Data on a need-to-know basis to the following third parties:

- ❖ our holding company and subsidiaries (direct or indirect) and any of our affiliates;
- ❖ our employees, officers, professional advisers and affiliated parties;
- ❖ third party business partners and service providers engaged by us;
- ❖ any governmental, public or regulatory authority when required by such authority;
- ❖ our prospective or new related or associated companies in case of a merger, acquisition, reorganization of our company or any corporate proposal undertaken by us; and/ or
- ❖ persons/ companies/ organizations whom you have consented to share your Personal Data.

Access & Correction Requests and Enquiries

8. It is your responsibility to ensure that the Personal Data you provide to us is accurate, complete, updated and not misleading. For the avoidance of doubt, RTSB and/ or its employees or authorized officers or agents will not be responsible for any Personal Data submitted by you to us that is inaccurate, incomplete, outdated and misleading.

9. Subject to any exceptions under the applicable laws, you may at any time after the submission of your Personal Data to us, submit your request: (i) for access to your Personal Data; (ii) for correction or rectification of your Personal Data; (iii) to limit the processing of your Personal Data including if you are no longer agreeable to us retaining, holding or storing your Personal Data; or (iv) to seek further information from RTSB regarding the processing of your Personal Data by contacting:-

Call Center, Business Development Department

Email: callcenter@ssm-einfo.my

Telephone No.: 1-300-30-4636

10. In respect of your right to access and/ or correct or rectify your Personal Data it shall be subject to compliance of such request for access or correction not being refused under the provisions of the Act. We will inform you of our refusal and reasons for our refusal.

What Happens When I Link to Another Site?

11. This privacy policy applies only to our site and you should be aware that other sites linked by the portal may have different privacy policies and we highly recommend that you read and understand the privacy policy of each site.

Changes to this Privacy Policy

12. If this privacy policy changes in any way, it will be updated on this page. Regularly reviewing this page ensures you are updated on the information which is collected, how it is used and under what circumstances, if any, it is shared with other parties.

Queries or Feedback

13. If you have any queries or feedback about this privacy policy or about the Portal, you can contact us via our information provided above.

Thank you for using our SSM e-Info services.