

SARAWAK DIGITAL ECONOMY CORPORATION BERHAD

PRIVACY NOTICE

1. Introduction

In compliance with the Personal Data Protection Act 2010 (“the Act”) and its regulations, this notice is issued to all our valued clients and/or prospective clients. This Notice will inform you of your rights with regards to your personal data that has been and/ or will be, collected and processed by us.

2. Collection of Personal Data

We have collected and will collect your personal data to be processed by us and/ or on your behalf in the course of your present or future dealings with Sarawak Digital Economy Corporation Berhad (“SDEC”). Your personal data enables us to achieve the “Purpose” herein that is in connection with our business.

3. Description of Personal Data

3.1 Account information

- Personal information - Name, address, contact number, date of birth, gender, email address, identification number, credit or debit card information, bank account, and other financial information.
- Business information - Where you are subscribed as a business entity, we will also collect your company information.
- Third party information - SDEC may also collect your company representative and/or guardian’s information. Where you provide us with such information, it is deemed that you have received their consent to share the information to us.

3.2 Location information

GPS location generated from tower or cell location, Wi-Fi routers, Bluetooth services, or other access points, and information derived from your IP address, postcode, town or city.

3.3 Device information

Device number (IMEI), device model and operating system.

3.4 Network performance and usage information

Connectivity performance (including speed, traffic flow, and capacity), SMS, call and roaming records and utilisation, and internet data balance and utilisation.

3.5 Other information

Event, competition, or survey participations, photos and videos recorded by us or submitted to us, records of your contact with our various channels (including live chats, emails, or calls made to our office), and CCTV recordings.

4. Purposes for Collection of Personal Data

SDEC will use clients' personal data for the following purposes: -

4.1 Provide Service

- Completion of Process - Process of registration and orders, account management, connect to our partners, installation of equipment to client's property and delivery of purchases.
- Payment - Payment process, bill issuance and debt recovery.
- Client supports - Correspondence of queries.
- Improvement of service - Monitoring and maintaining the service required, troubleshooting of activities, monitoring, and recording of client transactions for training and quality assurance.
- Communication purposes – Keeping the updated latest information in relation to the subscribed Services, notification on changes of terms and conditions or service interruptions and sharing of public service announcements on behalf of the statutory and/or regulatory bodies. Aside from that, we can also be contact on other channels such as social media platforms.

4.2 Customization of Service

Distribution of promotional materials in relation to our services and / or our partners' products and services through phone calls, SMS, emails, and push notifications.

4.3 Screening

Conduct credit check during application and throughout Services. The information is to be update from time to time and supplied to other organisations by credit reporting agencies.

4.4 Fraud Prevention

Identity verification, fraudulent use of our networks, prevent and stop potential cyber security threats to our internal systems, network, and Services, protect your account from unauthorised access, fraud, misuse or damage to our Services, and investigate suspicious account activity or transactions when subscribe to our Services.

4.5 Research, Analysis and Reporting

- Conduct market research or surveys, analysis of patterns, behaviours, customer profiling activities and choices, perform internal marketing analysis, and identification of general trends by using identifiable and unidentified information.
- Prepare sales report, location patterns and client demographics.

4.6 Development of Product and Service

To explore and develop products and services and/or with the business partners.

5. Sources of Personal Data

5.1 Direct from client

During physical and online registration, contact us through various channels, and/or take part in a survey.

5.2 Utilisation of Service

Connect devices to our network, use of our application or digital solutions, browse any of our websites, or visit any of our branch.

5.3 From other sources

Such as business directories, fraud-prevention agencies, credit reporting agencies, financial institutions, connected network providers, or other business partners either before initiating the service, interaction with us on social media platforms, when you become customer of a business that we acquire, and/or where you have given permission to other companies to share information about you.

6. Disclosure of Personal Data

SDEC may disclose your personal data to the following third parties: -

6.1 Law enforcement agencies

- Preventing and/or detecting crime.
- Investigations and/or the prosecution of offenders.
- Protection of national security and/or any purpose that is required or authorized by or under any law or by any order or judgment of a court.

6.2 Government bodies and agencies

To meet our legal and regulatory obligations.

6.3 Other companies, organisations, and/or service providers

- To process personal data on our behalf.
- Carry out services on our behalf which is ancillary and/or required for purposes of providing our and/or our related corporations', preferred merchants' and strategic partners' products and/or services to you.
- Help us provide services to you such as to provide customer-service, marketing, infrastructure, and information-technology services, personalize our service and make it work better.
- Process payment transactions.
- Carry out fraud and credit checks and collect debts and protect our rights and defend us and our property.
- Analyse and improve the information we hold (including about your interactions with services provided by us and/or our related corporations, preferred merchants, and strategic partners).
- Run surveys.
- Carry out any of the purposes as set out in this Privacy Notice.

7. Security of Personal Data

SDEC shall implement appropriate administrative, security, safeguards, and procedures in accordance with the applicable laws and regulations in order to prevent unauthorized or unlawful processing of your personal data and the accidental loss or destruction of, or damage to, your personal data.

8. Use of Cookies

Cookies are small data files that make the websites you visited to remember your actions and the settings you have made on them by customizing site information tailored to your needs. Cookies does not identify the individual user, but it only identifies the computer or device used. You may opt to accept or reject the cookies by changing the setup in the computer or device. However, if you reject the cookies, it may affect your use of our websites as we will be unable to tailor the aspects based on your previous search on the website.

Please be informed that this Notice is only applicable to SDEC. For any third-party websites that can be access through our website, please refer to their own website or respective privacy policies.

9. Transfer of Personal Data

Transfer of Personal Data to outside Malaysia might be required for processing activities as listed on "Purposes for Collection of Personal Data". Appropriate steps are to be taken to ensure that the Personal Data is adequately protected.

10. Marketing and Promotional Purposes

SDEC shall process the personal data to provide you with, information, promotions and updates that are inclusive of advertising and marketing materials about our and/or our related corporations' products and/or services as well as products and/or services of our and/or our related to the corporations' preferred merchants and strategic partners. Aside from that, with specific consent, SDEC may also facilitate for our and/or our related corporations' preferred merchants and strategic partners in providing you with the marketing material of their products and/or services, which may be beneficial to you.

11. The Rights and Obligation of Data Subject

You have the right to exercise as below: -

11.1 Access to Personal Data

You have the right to contact or access the information directly through your account.

The details of Personal Data must be specific and subject to the data that has been send to us upon registration.

11.2 Correct Personal Data

You may also amend or correct your personal data in the event your data is inaccurate by informing our Customer Service.

11.3 Withdrawal of Consent

It is not an obligation for your end to provide your personal data to us. However, shall you decline to provide the personal data, we will not be able to process your application or fulfil your request for products and/or services.

For assurance of Personal Data accuracy, we will from time to time verify the accuracy of Personal Data in our records. It is also your responsibility to ensure that you provide us the data based on true, accurate and complete information.

12. Changes to Privacy Notice

SDEC may amend the Privacy Notice from time to time and the updated version shall be in force and supersede the previous version. You are encouraged to check the version of Privacy Notice prior to usage.

13. Acknowledgement and Consent

By providing your personal data to SDEC, you have read and accepted the statements in this Privacy Notice, and you have granted your consent to process your personal data. In the event you provide personal data from the third parties to SDEC, you warrant and represent to SDEC that you have obtained the required consent of the third parties to process the relevant personal data by SDEC in accordance with this Privacy Notice. If you are under the age of 18 years, please assist to get your parent or guardian's consent before providing your personal data to SDEC.

14. Inquiries and Complaints

Should you have any queries, concerns, or complaints in relation to this Privacy Notice, kindly contact us at privacy@sdec.com.my or call us at +6082-549 005.