

PERSONAL DATA PROTECTION NOTICE

This is the Personal Data Protection Notice (“**Notice**”) of Serba Dinamik.

We are committed in protecting your personal data in accordance with the Personal Data Protection Act 2010.

For the purposes of understanding this Notice, the following terms used in this Notice shall have the following meanings:

- “Notice”** means this Personal Data Protection Notice;
- “PDPA”** means the Personal Data Protection Act 2010 (as amended from time to time);
- “personal data”** means any information which is being processed, is recorded with the intention that it should be processed or is recorded as part of a relevant filing system or with the intention that it should form part of a relevant filing system, that relates directly or indirectly to you that can be used to identify you, including any sensitive personal data;
- “process”** means collecting, recording, holding, storing, organizing, adapting, using, disclosing or correcting the personal data; and
- “Serba Dinamik”, “us”, “our” and “we”** means Serba Dinamik Holdings Berhad and its subsidiaries;

This Notice is designed to assist you in understanding how we process and manage the personal data which you have provided to us.

This Notice explains:-

1. Collection of Personal Data.

1.1. We may collect the following personal data about you:

- a. name.
- b. e-mail address.
- c. contact information.
- d. any other personally identifiable information which you have provided us in any forms you may have submitted to us, or in the course of any other forms of communication between you and us.

1.2. If you provide us with personal data relating to a third party, you represent to us that you have obtained the consent of that third party to provide us with their personal data for the respective purposes.

- 1.3. We may collect personal data from you through (including but not limited to):-
- a. registration or subscription for our services by you.
 - b. enquiries, complaints, comments, or feedbacks submitted by you.
 - c. participation of contests, offers, surveys, questionnaires, or promotions.
 - d. commencement of business relationship or commercial transactions with us.
 - e. collection of your personal data from a third party we dealt with or related to you.
 - f. your representative submits your personal data to us.
 - g. you voluntarily submit your personal data to us for any reasons.
 - h. such other sources where you have given your consent for the disclosure of personal data relating to you, and/or where otherwise lawfully permitted.

2. Purpose of the Collection of the Personal Data

- 2.1. You agree that we collect and process your personal data for the following purposes (including but not limited to):-
- a. verify your identity.
 - b. comply with any legal or regulatory obligations under the applicable laws, regulations, guidelines or industry codes that apply to us.
 - c. manage and maintain your account or contract with us.
 - d. communicate with you or your authorised representatives for the purpose of the relevant transaction or enquiry.
 - e. where relevant to ensure our website to function properly and to improve their performance.
 - f. respond to any enquiries, request, complaints, comments, or feedbacks that you have submitted to us.
 - g. protect or enforce our rights.
 - h. transfer or assign our rights, interests and obligations under any of your contract with us.
 - i. update, consolidate and improve the accuracy of our records.
 - j. research, produce data, reports and statistics.
 - k. engage in business transactions in respect of services and products to be offered or rendered to you.
 - l. engage in business transactions in respect of services and products offered or rendered by you.

- m. conduct marketing for business related to our services.
- n. maintain effective administration of our services offered to and subscribed by you.

3. Request to Access and Correction of the Personal Data

- 3.1. You may request to access and correct your personal data by submitting a written request to our data protection officer at:-

e-mail address : customerrelationship@e-serbadkgroup.com
attention : Janice/Winnie
phone number : +603-55113213 ext 153
address : 9-1 Pusat Dagangan Shah Alam, Lot 9, Persiaran Damai, Seksyen 11,
40100 Shah Alam, Selangor Darul Ehsan, Malaysia

- 3.2. We will respond to your request within twenty-one (21) days from the date of receipt of the request.
- 3.3. Please note that certain types of personal data access and correction requests may be exempted or refused under the PDPA and any applicable laws.
- 3.4. We may charge you a reasonable fee for the handling and processing of your request.

4. Request to Withdraw Consent

- 4.1. If you wish to unsubscribe from our sales, marketing or promotional information (collectively “**Advertisement**”) or to withdraw your consent for us to use and process your personal data, please inform us by:

For withdrawing consent with regard to Advertisement: -

You may click the unsubscribe button and follow the instruction as stated in the Advertisement

For withdrawing consent with regard to our usage and process of your personal :-

You may contact us at the following address:-

e-mail address : customerrelationship@e-serbadkgroup.com
attention : Janice/Winnie
phone number : +603-55113213 ext 153
address : 9-1 Pusat Dagangan Shah Alam, Lot 9, Persiaran Damai, Seksyen 11, 40100
Shah Alam, Selangor Darul Ehsan, Malaysia

- 4.2. If you withdraw your consent for us to use and process your personal data in accordance with this Notice, we may no longer be able to provide you with our services or respond to your relevant request.

5. Disclosure of Your Personal Data

- 5.1. In relation to our use of your personal data, you agree that we disclose your personal data to the following person within or outside Malaysia, where necessary, for the purposes mentioned in section 2.1:-

- a. our employees.

- b. professional advisers.
- c. product agents.
- d. service provider, companies or organisations that assist us in processing and/or otherwise fulfilling transactions that you have requested.
- e. any other person whom you expressly or impliedly authorize us to disclose your personal data.
- f. other party which we are required to disclose for us to comply with any legal or regulatory obligations under the applicable laws, regulations, guidelines or industry codes.

6. Authorised Use of Personal Data

- 6.1. By submitting your personal data to us, you declare that you have read and understood this Notice and you agree and consent to us processing your personal data in accordance with the manner as set out in this Notice and under any applicable laws, regulations, guidelines or industry codes.
- 6.2. In the event of any conflict between this English language Personal Data Privacy Notice and its corresponding Bahasa Malaysia Personal Data Privacy Notice, the terms in this English language Personal Data Privacy Notice shall prevail.
- 6.3. For individuals under the age of eighteen years old or not legally competent to give consent, you confirm that they have appointed you to act for them, to consent on their behalf for the collection and processing of their Personal Data in accordance with this Notice.

7. Submission of Personal Data

- 7.1 Please ensure that all personal data submitted to us is complete, accurate, true and correct.
- 7.2 Should you fail to provide your personal data, we may not be able to process the transactions that you have requested or provide you with the relevant services.

8. Management and Administration of Personal Data

- 8.1. We will retain the personal data to the extent lawfully required by any contractual obligations, relevant governmental or regulatory authority and any applicable laws for such period as may be deemed necessary. In the event the personal data in our possession is no longer required or necessary to be retained for the purpose for which it was to be processed, we will take all reasonable steps to ensure that all personal data is destroyed or permanently deleted according to our internal procedures
- 8.2. When processing your personal data, we will keep your personal data secret and confidential and will take all practical steps to protect your personal data. We will not be responsible for any unauthorised use of the personal data by third parties which is attributable to factors beyond our control.
- 8.3. In the event it is necessary for us to transfer your personal data to a place outside of Malaysia for the purposes as stated in section 5.1 or 2.1, we shall take practical steps to ensure that such persons shall not use your personal data other than for the intended purposes and to adequately protect the confidentiality and privacy of your personal data.

- 8.4. We reserve the right to amend this Notice at any time without prior notice. In the event of amendment to the Notice, we will publish and notify you of the amended Notice on our website. Therefore, you are encouraged to visit our website from time to time.
- 8.5. We are incorporated in Malaysia with our head office in Malaysia. This Notice and all related matters are governed by, and will be construed and interpreted solely in accordance with, the laws of Malaysia excluding any rules of private international law or the conflict of laws that would lead to the application of the laws of any other jurisdiction.
- 8.6. If you do not agree to this Notice or the amended Notice, we may not be able to process the transactions that you have requested or provide you with the relevant services.

9. Contact Us

Should you have any inquiries with regard to our Notice, you may contact us at:

e-mail address : customerrelationship@e-serbadkgroup.com
attention : Janice/Winnie
phone number : +603-55113213 ext 153
address : 9-1 Pusat Dagangan Shah Alam, Lot 9, Persiaran Damai,
Seksyen 11, 40100 Shah Alam, Selangor Darul Ehsan, Malaysia