



# PERSONAL DATA PROCESSING STATEMENT

Latest updated on 21 November 2020

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This Personal Data Processing Statement (“PDPS”) is prepared in accordance with the requirements of the Personal Data Protection Act 2010 (the “Act”). This PDPS sets out the policies and procedures of Hong Leong Bank Group with regards to your personal data, your company’s data including that of directors’ and office bearers and the agreement to the usage and processing of these data provided to the Group for purposes set out below.

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# 1. DEFINITION

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- 1.1. “Group” means Hong Leong Bank Berhad and/or its holding company, subsidiaries, related and associated companies and companies using or may be using the brands of “HLBG”, regardless whether such company (ies) is incorporated in or outside Malaysia.
  
- 1.2. “Personal Data” refers to any information which relates directly or indirectly to you and/or your company and transactions with the Group. This information may include but is not restricted to your name, contact details, address, identification card number, financial and banking account details, closed-circuit television (“CCTV”), security recordings or images (photographs and video recordings), the types of products and/or services subscribed to and such other necessary information regarding yourself and your transactions.



## 2. SOURCE OF PERSONAL DATA

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2.1 The Group's source of Personal Data shall be information from all landlords, dealers, vendors, suppliers or service providers including those terminated, current and prospective landlords, dealers, vendors, suppliers or service providers. The Group collects your personal data directly from you or indirectly from third parties or employer or information obtained from any regulatory or credit reporting agencies such as:

- when you contact us directly in relation to any commercial transactions;
- when tendering for projects;
- when you commence a business relationship with us;
- when we are assessing your credibility; and
- through third parties such as our business partners.

## 3. PROVISION OF PERSONAL DATA

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3.1. The Group will obtain your Personal Data when you provide your Personal Data to the Group in any way or manner, including pursuant to any transactions, agreements and/or inquiries made with the Group.

The Group will also receive and store your Personal Data when you enter the Group's websites and affiliated websites such as the supplier portal.

## 4. PURPOSES OF PROCESSING AND TRANSFER OF PERSONAL DATA (WITHIN OR OUTSIDE OF MALAYSIA)

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- 4.1. The Group may use your Personal Data for the following purposes, namely:-
- 4.1.1. To process your and/or your principal's/employer's application for registration as the Group's supplier;
  - 4.1.2. To communicate with you via SMS, phone call, email, fax, mail and/or any other appropriate communication channels;
  - 4.1.3. To respond to questions and comments from you;
  - 4.1.4. To process and analyse your Personal Data either individually or collectively with other individuals;
  - 4.1.5. Any purposes in connection with the transactions and/or agreements entered into or to be entered into by you and/or your principal/employer with the Group;
  - 4.1.6. Other purposes which the Group may reasonably deem fit; and
  - 4.1.7. For the Group to discharge obligations required under the law.

## 4. PURPOSES OF PROCESSING AND TRANSFER OF PERSONAL DATA (WITHIN OR OUTSIDE OF MALAYSIA)

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- 4.2. Other than Section 4.1.6, provision of your Personal Data for the purposes listed in Section 4.1 above is voluntary and optional. However, failure to provide the requested Personal Data or any limitation against the Group to process your Personal Data may result in the Group being unable (a) to process the relevant application; and/or (b) to enter into or to continue a business relationship with you and/or your principal/employer.
- 4.3. Your Personal Data may be transferred to, stored in, and processed in a jurisdiction other than Malaysia. You understand and consent that your Personal Data may be transferred outside of Malaysia to those third parties with whom the Group may share with, as described in this PDPS.



## 5. DISCLOSURE TO THIRD PARTIES

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- 5.1. For purposes as described herein, the Group may share with and/or transfer your Personal Data to:-
- 5.1.1. the other entities within the Group;
  - 5.1.2. the Group's third-party service providers ;
  - 5.1.3. any person under a duty of confidentiality to the Group;
  - 5.1.4. any actual or proposed assignee, transferee, participant or sub participant of the Group's rights or business; and
  - 5.1.5. your immediate family members and/or emergency contact person and /or office bearers or directors of your company and as may be notified to the Group from time to time.
- 5.2. The Group may also share your Personal Data where required by law or where disclosure is necessary to comply with applicable laws, legal processes or queries from the relevant authorities.

## 6. RIGHTS TO LIMIT PROCESSING

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- 6.1. If you wish to change the manner in which the Group is permitted to process your Personal Data as described under Section 4 above, you may submit a request in writing to the address stated in Section 8 below.
- 6.2. When you visit the Group's websites, there is automatic collection of some information about your computer such as IP addresses, web browser software, referring website and other technical information. Such information is only used for security forensic purposes, where necessary, and creating a better user experience through the identification of areas for improvement on the Group's websites.
- 6.3. As a visitor to the Group's websites, you may also be assigned a permanent cookie file on your computer's hard drive. You may always choose not to receive a cookie file by configuring your web browser to refuse cookies or prompt before accepting a cookie. By refusing to accept a cookie, you may not be able to access certain services and tools offered on the website.

## 7. ACCESS AND CORRECTION OF PERSONAL DATA

- 7.1. You may request to access and/or make any correction to your Personal Data by submitting a request in writing to the Group to the address stated in Section 8 below.
- 7.2. In respect of your right to access and/or correct your Personal Data, the Group has the right to:-
  - 7.2.1. refuse your request to access and/or make any correction to your Personal Data in the manner provided in the Act, such as where expense of providing access to you is disproportionate to the risks to your privacy, or where the rights of others may also be violated, among other reasons; and
  - 7.2.2. refuse your request to access and/or make any correction to your Personal Data as permitted under the Act, including where your Personal Data is being processed by the Group in order to discharge regulatory functions and providing you access and/or the right to make any correction to your Personal Data is likely to prejudice proper discharge of those functions by the Group.

## **7. ACCESS AND CORRECTION OF PERSONAL DATA**

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- 7.3. Notwithstanding that access is granted to you or any correction / updating of your Personal Data is performed, this PDPS shall remain valid and effective at all times.
- 7.4. It is your sole responsibility to ensure all data provided are true and accurate. The Group reserves the right to take any actions deemed appropriate if it is evidenced that data provided are false, inaccurate and misleading.

## 8. ENQUIRIES AND CONTACTS

- 8.1. You may request for access and/or correction of your Personal Data or make any inquiries or complaints in relation to the processing of your Personal Data by contacting the following personnel for further assistance.

Head of Property, Procurement and Facilities Management  
Ginger Loke  
GingerLoke@hlbb.hongleong.com.my

Head of Group Procurement  
Rae Tong  
RaeTongCS@hlbb.hongleong.com.my

Level 12, Menara Hong Leong  
No. 6, Jalan Damanlela,  
Bukit Damansara  
50490 Kuala Lumpur  
Malaysia.

13.

The Group reserves the right to revise this PDPS from time to time due to changes in applicable laws and regulations and you shall be deemed to have agreed to such revision(s) if you continue your relationship with the Group without any objection.

In the event of any conflict between this English language Personal Data Protection Notice and its corresponding Bahasa Malaysia/ Chinese Personal Data Protection Notice, the terms in this English language Notice shall prevail.

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