



KOPERASI SAHABAT AMANAH IKHTIAR MALAYSIA (KOOP SAHABAT) 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 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 during your present or future dealings with Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad, its subsidiaries. Your personal data enables us to achieve the “Purpose” herein that is in connection with our business.

### **3. DESCRIPTION OF PERSONAL DATA**

- a) Name;
- b) Identity Card no;
- c) Gender;
- d) Email address;
- e) Mobile phone no;
- f) Passport no;
- g) Internet Protocol Address (IP Address) - a unique numerical label assigned to the device you use to access our products and/or services;
- h) Images (still/recording)
- i) Sensitive personal data; and any
- j) Personal Identifiable Information (PII) defined by international privacy laws or standards. - any information that can be used on its own or with other information to uniquely identify, contact, or locate a specific individual

### **4. PURPOSES FOR COLLECTION OF PERSONAL DATA**

Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad may obtain clients’ personal data from the following sources including but not limited to;

- a) To provide products and services.
- b) Subscriptions of news or promotional items.



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- c) Internal record and marketing.
- d) Legal compliance.
- e) Communications.

**5. WITH WHOM DO WE SHARE YOUR DATA?**

Subject to compliance with legal and regulatory obligations, your personal data will be shared:

- a) within the Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad.
- b) with law enforcement agencies and regulatory bodies, with whom we are obliged to do so under certain circumstances.
- c) when doing so is necessary to protect your interests, and when obtaining your consent prior to doing so is not practicable.
- d) with third parties with whom we have contracted with to provide certain services. These third parties are required to observe the same privacy standards that we have.
- e) with parties with whom we have obtained your consent to share.

While we may share your data within the Koop Sahabat Group of companies and with certain strategic partners for introducing products and services, which we believe may be beneficial to you, we will not contact you for marketing purposes unless you have expressed your consent for us to do so.

We also wish to assure you that we will not sell your personal data to any third party.

**6. SOURCES OF PERSONAL DATA**

- a) Information obtained directly from data subjects through various means such as campaigns, forms, business cards, purchase of products and services.
- b) Information collected automatically upon using data user's website through "cookies" and other technologies.
- c) Information obtained from other legitimate sources such as databases and third parties.
- d) Biometrics, digital footprints, geolocations, video images and voice recordings obtained during your interaction with us, whether physically or through digital channels.



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### 7. DISCLOSURE OF PERSONAL DATA

We may disclose client's personal data to other subsidiaries within our group. These subsidiaries will treat client's personal data as confidential, in accordance with this Privacy Policy and with all applicable Data Protection legislation and will process such personal data only with Purposes and within the terms set out herein. We are responsible for the personal data under our control including personal data disclosed by us to a Vendor (often referred to as the "data processor"). We take every measure to provide a comparable level of protection for personal data should the information be processed by a Vendor. Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad is committed to complying with the Personal Data Protection Act 2010, in particular, its policies as well as corresponding guidelines and orders.

### 8. SECURITY OF PERSONAL DATA

Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad uses strict procedures and security features to prevent unauthorised access wherever possible. Personal data provided to Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad via our website or via any Applications, online credit card transactions are protected during transit using encryption such as Transport Layer Security (TLS), a security protocol that provides privacy and data integrity for communications over the internet. When personal data is stored by Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad, we use computer systems with limited access housed in facilities using physical security measures. Data stored in cloud services is encrypted from including when we utilize third-party storage. The level of security of personal data which kept in a non-electronic are also treated with strict procedures and means.

### 9. USE OF COOKIES

The cookies used by the Website are solely associated to anonymous users and their computers and do not provide personal data on users. Cookies is a small data files sent by a website and stored on a user's device to record browsing activity. Some cookies are used by third parties to provide Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad with data on the effectiveness of its engagements and promotions. The cookies used by the Website not in any way collect personal data that could be used to identify a specific user. In addition, cookies are of a temporary nature, used solely to improve the efficiency of the last transmission. Users may configure their browser to notify them of the reception of cookies and to prevent their installation on their computer.



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## 10. TRANSFER OF PERSONAL DATA

We are very serious about providing a comparable level of protection for personal data should the information be processed or used outside Malaysia by our vendors or experts.

## 11. MARKETING AND PROMOTIONAL PURPOSES

Upon subscribing to our services, you will be receiving marketing and/or promotional emails or calls from us, which includes monthly promotions and information on future events. If you do not wish to receive any promotional news or calls, please click the “unsubscribe” link at the bottom of the email and you will be excluded from our newsletters and contacts.

## 12. DATA SUBJECT’S OBLIGATIONS

It is necessary for Koop Sahabat to collect and to retain clients’ personal data. Therefore, it is also obligatory for clients to supply personal data to us in the most accurate manner. If clients do not provide us with personal data, Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad are unable to, process personal data on clients’ behalf, for the Purpose stated in clause 4 herein, or effectively render our services to clients, and all relationships created or to be created between us shall then be terminated and ceased to be in effect immediately.

## 13. THE RIGHTS OF DATA SUBJECT

### a) To request access to personal data

Clients have the right to request for access to personal data processed by us on with reasonable notice. Access, requests can be made through online by filling up the Data Access Request Form or you can walk-in to our stores.

### b) To request correction of personal data

Clients have the rights to request for correction and/or update of your personal data that is inaccurate, incomplete or outdated. Correction requests can be made through online by filling up the Data Correction Request Form or you can walk in to our stores.

### c) To limit processing of your personal data

Clients are entitled to limit our processing of personal data by expressly withdrawing the consent given previously, in each case, including for direct marketing purposes subject to any applicable legal restrictions, contractual conditions and within a reasonable time period.



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#### 14. CHANGES TO PRIVACY POLICY

We reserve the right to amend this Privacy Policy from time to time without prior notice. We advise that you check our website for this Privacy Policy on a regular basis. Kindly view our privacy notice on the website, [www.koopsahabat.my](http://www.koopsahabat.my)

#### 15. ACKNOWLEDGEMENT AND CONSENT

By Communicating, engaging with Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad or use the Company's products and services, you acknowledge that you have read and understood this Notice and agree and consent to the use, processing, disclosure and transfer of your personal data by the Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad as described in this Notice. You can also withdraw your consent by written notice or fill in the form on the website.

*Please tick as appropriate:*

Receive communication on marketing and promotion

#### 16. CONTACT INFORMATION

You can contact us at:

a) Email: [info@koopsahabat.my](mailto:info@koopsahabat.my)

b) Office Address:

Ibu Pejabat Koperasi Sahabat Amanah Ikhtiar Malaysia (Koop Sahabat) Berhad, Suite G-6, Jalan Cempaka SD12/1A, Jalan PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur, W.P Kuala Lumpur.

-----End of Privacy Notice-----