

*This privacy policy was last modified on 9 September 2015.*

This privacy policy ("Notice") is to inform you of our policies and practices regarding the collection, use and disclosure of any information you submit to JAG Systems Sdn Bhd ( "us", "we", or "our").

At JAG Systems Sdn Bhd, we treat and view your personal data seriously. In line with the with the Personal Data Protection Act 2010 ("the Act"), this Notice is issued to inform you in respect of your personal data ("Personal Data") which is being and/or will be processed by or on behalf of us as well as to make you aware of your rights in this regard.

## **USER CONSENT**

In the course of your dealings with us and/or our authorized agent, we shall or may request you to provide data and information about yourself by following means or for following purposes:

- a. Engagement of our services;
- b. Through communication or interaction with us;
- c. Entering into any monetary transactions with us;
- d. By browsing or using our website.

You consent to the processing of your Personal Data by us and/or our authorized agents on our behalf. The term "processing" shall have the meaning as prescribed in the Act, which includes (but not limiting to) collecting, recording, holding, storing and using.

## **DESCRIPTION/NATURE OF PERSONAL DATA**

Personal Data shall have the meaning as prescribed in the Act and it shall include information about you, such as your name, age, identify card number, passport number, address, gender, date of birth, children basic details, marital status, occupation, income range, contact information, email address, employer, race, ethnic, nationality, life style preference, and media preference.

## **PURPOSES**

Personal Data you provide will be collected, used and otherwise processed by us for, amongst others, the following purposes:

- a. To enter into transactions (agreement or otherwise) with you for the purchase of services/products;
- b. Delivery of notices, services or products and/or the marketing of such services or products to you;

- c. User or customer relationship management;
- d. Such purposes as specifically provided for in any particular service or product offered by us;
- e. To conduct marketing and client profiling activities in relation with our service and related products;
- f. Our internal record keeping;
- g. Collection of outstanding payments;
- h. Prevention of crime (including but not limited to fraud, money laundering and bribery);
- i. To meet any legal or regulatory requirements relating to our provision of services and products and for disclosure under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular, code applicable to us or any of our affiliated companies and/or business partners;
- j. Purposes relating or incidental to any of the above (including but not limited to research, benchmarking, statistical analysis and customer satisfaction survey);
- k. To enable us to send you information through email, telecommunication and services offered by selected third parties whom we think may interest you but in doing so we maintain control over your Personal Data and we shall not disclose your Personal data to such third parties without your prior consent;
- l. Post sales services, such as customer loyalty programs;
- m. Planning related to future products, new product launches and events including promotional events with our affiliated companies and business partners.

## SOURCES

We may obtain your Personal Data directly from you or your employer. In addition, we may also obtain your Personal Data from various other sources including (but not limited to) the following sources:

- a. Agreements, forms and other documents that you may have signed and/or provide to us and/or to which we have access;
- b. Our business partners or affiliates and/or other parties which we have dealings with;
- c. At any events, seminars, conferences or talks held by us;
- d. Other legal means or searches from the relevant governing authorities/bodies/agencies or credit reporting agencies or other bodies/agencies which are legally allowed to collect, use or process your Personal Data;
- e. From the cookies used on our website.

## YOUR RIGHTS OF ACCESS AND CORRECTION

You may request access to your Personal Data (at a prescribed fee), to correct your Personal Data which is inaccurate, incomplete, misleading or not current, if necessary. Any requests, inquiries or complaints in relation to your Personal Data may be directed to our Customer Care Executives at +603 7932 1181 or at [info@jagsystems.com.my](mailto:info@jagsystems.com.my).

In the event where you disagree of our use of your Personal Data for any other purposes apart from the purpose for which your information was provided to us, you may inform us of this by writing to us at [info@jagsystems.com.my](mailto:info@jagsystems.com.my) and we shall take all reasonable efforts to comply with your request.

If we do not receive any written response from you within fourteen (14) days of this Notice, we shall presume that you have approved our use of your Personal Data in accordance with this Notice. However, please be rest assured that you may terminate this approval at any time.

## DISCLOSURE TO THIRD PARTIES

Personal Data provided to us will generally be kept confidential. Nevertheless, you hereby consent and authorize us to provide or disclose your Personal Data to the following categories of parties:

- a. Any person whom we are compelled or required to do so under the law or in compliance to a competent or government agency;
- b. Any of our related companies and subsidiaries including those established in the future.
- c. Our business partners and online affiliates which provide related services or products in connection with our business;
- d. Government agencies, statutory authorities and industry regulators;
- e. Our auditors, consultant, accountants, lawyers or other professional advisers;
- f. Our third party service or product providers as we deem necessary or appropriate

## RIGHT TO LIMIT PROCESSING OF PERSONAL DATA

Subject to such rights and restrictions as prescribed under the Act, you may at any time limit the processing of your Personal Data including the extent of the Personal Data and/or the purpose for which it is being processed by giving notice in writing to us, delivered by hand or sent by registered post to us at our address at

### JAG Systems Sdn Bhd

D-61-3A, Jaya One, 72A, Jalan Universiti, Seksyen 13, 46200, Petaling Jaya, Selangor, Malaysia.

Meanwhile, we also wish to state that the details/contents of **Description/Nature of Personal Data, Purposes** and **Categories** of persons the **Personal Data** may be disclosed to are provided by you and that we are in no position to advise on the details/contents as those information are closely related to your business/operation activity which are within your exclusive domain.

## CONSEQUENCES OF FAILING TO SUPPLY PERSONAL DATA

Your Personal Data is voluntarily provided by you. However, in order to fulfil certain conditions to enter into a contract, it is obligatory for you to provide the Personal Data before any sales process can be completed.

Failure to supply such Personal Data will:

- a. Result in us unable to provide you with the notices, services and/or products requested;
- b. Affect your ability to enter into any necessary agreement in relation to the purchase and/or use of our products and/or services;
- c. Result in us unable to update you on our latest products, services, promotions, events and /or launches.

## TRANSFER OF PERSONAL DATA

Where we consider it necessary or appropriate for the purposes of data storage or processing or providing any service or product on our behalf to you, we may transfer your Personal Data to another member of our Group or third party service or product providers within and/or outside the country in which we are established, under conditions of confidentiality and similar levels of security safeguards.

## MODIFICATIONS

We may modify and/or amend the terms of this Notice from time to time without prior notice by placing the updated Notice on our website. Your continued using of our services or interaction or communication with us following such modifications or amendments to this Notice shall be taken as your acceptance of such modifications or amendments.

## THIRD PARTY

We may request your assistance to procure the consent of third parties whose personal data is provided by you to us and you hereby agree to use your best endeavor to do so.

## LANGUAGE

This Notice is issued to all our valued customers/prospective customers, in compliance with the requirements of the Act. If there are any conflicts between the English and Bahasa Malaysia version of this notice, the English version shall prevail.