



NOTICE PURSUANT TO PERSONAL DATA PROTECTION ACT 2010 TO CUSTOMERS, SUPPLIERS AND/OR DISTRIBUTORS

The Personal Data Protection Act 2010 (“**PDPA**”), including any and all subsidiary legislation, regulations, and/or orders made thereunder and as may be varied, amended and supplemented from time to time and any guidelines and/or directives issued by any relevant authority (collectively, the “**Act**”), regulate the processing of personal data in commercial transactions.

We, Polyflor (M) Sdn. Bhd., value your privacy and are fully committed in protecting your personal data in accordance with the Act. In connection thereto, this written notice (“**Privacy Notice**”) serves to explain how your personal data is collected, used and disclosed by Polyflor (M) Sdn. Bhd. and/or any of its holding, subsidiary or related companies, whether inside or outside of Malaysia, and shall include our agents, employees, contractors, and sub-contractors (“**our**”, “**we**” or “**us**”).

This Privacy Notice covers both our online and offline data collection activities, including personal data that we collect through our various channels such as websites, third party social networks, points of sale, campaigns, contests and events.

This Privacy Notice, together with any variations, additions and changes made from time to time hereto, shall form an integral part of the terms and conditions of all your contractual relationships with us.

1. Definitions

In this Privacy Notice:

- 1.1 the terms “**commercial transactions**”, “**correction**”, “**data processor**”, “**personal data**” and “**processing**” shall have the meanings assigned to them under the Act; and
- 1.2 “**you**” shall refer to yourself and such other persons represented by you of which you are providing the personal data, including the personal data of the sole proprietor of a sole proprietorship; the directors, shareholders, managers and/or officers of a company; the personal data of the partners, managers and/or officers of a partnership; the personal data of the office bearers of a society, club or unincorporated body.

2. Consent

By providing your personal data to us or by entering into any commercial transactions with us, whether as customer, supplier and/or distributor, you hereby give your consent to the processing of your personal data by us and/or our data processor on our behalf in accordance with this Privacy Notice and the Act.

3. Description of personal data

The personal data processed by us and/or by our data processor may include (but not limited to):

- 3.1 your name, date of birth, gender, race, age, nationality, religion, designation, Malaysian Identification Card number, passport number, company name, business or trading name, company or business registration number, e-mail address, postal or correspondence address, contact details including mobile, office and residential telephone number, facsimile number, bank details, debit or credit card details, bank statement, photograph, image, name card, company or business statutory document, financial statement and annual report;
- 3.2 any additional personal data provided by you or by third parties about you that is not already available in the public domain;
- 3.3 any additional personal data which we may collect from you on any subsequent occasion; and
- 3.4 all other personal data required for the Purposes as set out in paragraph 4 below.

4. Purposes



Your personal data is being or is to be collected and further processed for:

- 4.1 contacting and communicating with you;
- 4.2 providing our products and/or services to you;
- 4.3 maintaining proper records and for verification of identities to allow provision of necessary services;
- 4.4 establishing, performing or terminating our contractual obligations with you;
- 4.5 administering and processing any payments for any purchases by you of our products and/or services;
- 4.6 responding to your inquiries or complaints and resolving disputes;
- 4.7 carrying out market surveys/research, trend analysis, statistic compilation, reporting, audit, compliance, risk management, and data analytics to improve our products, services, marketing or advertising content;
- 4.8 investigation and crime prevention purposes;
- 4.9 complying with any legal or regulatory requirements and/or requests from government ministries/departments/bodies/agencies/regulatory bodies;
- 4.10 conducting credit reference checks and establishing your credit worthiness, where necessary;
- 4.11 sending you materials such as newsletters, articles and any updates on our policies, terms and conditions and any other matters necessary or relevant to our products and/or services;
- 4.12 preparing legal documentation to be entered by you;
- 4.13 transferring or assigning our rights, interests and obligations under any of your contracts with us;
- 4.14 purposes of obtaining legal and/or financial advice, enforcing our rights and/or for purposes of commencing legal action pursuant to any contract or document which you have duly entered with us;
- 4.15 operating our premises in a manner which is physically safe, secure and befitting of health and safety requirements including without limitation, facilitating any contact tracing efforts in relation to COVID-19; and
- 4.16 for achieving any other purpose which, in our estimation, is necessary and/or reasonable in the circumstances.

(collectively, the “**Purposes**”).

5. Source of personal data

Your personal data is being or is to be collected from various sources, including (but not limited to):

- 5.1 information provided by you or someone acting on your behalf;
- 5.2 information provided by credit reporting agencies, government departments or agencies, public registries, social media and publications;
- 5.3 information available in the public domain; or
- 5.4 information obtained by us from other lawful sources.

6. Personal data access and correction, and inquiries or complaints

You may, to the extent as permitted by the Act:

- 6.1 make a request for access to personal data provided by you;
- 6.2 make a request for the correction of personal data provided by you where the personal data is inaccurate, incomplete, misleading or not up-to-date; or
- 6.3 contact us with any inquiries or complaints in respect of personal data provided by you



by sending your request/ inquiry/ complaint in writing to:

Name: Darren Goh
Designation: General Manager
Telephone No.: 012-3929633
E-mail address: dgoh@polyflor.com.my

We reserve our rights to refuse to comply with your request for access and/or request for correction as described in paragraphs 6.1 and 6.2 above in circumstances permitted under the Act, in which case we will notify you of the same by notice in writing.

7. Withdrawal of Consent

You may withdraw your consent previously given to us (in whole or in part) for:

- 7.1 processing your personal data for any of the Purposes; or
- 7.2 disclosing the Personal Data to any of the third parties as set out in paragraph 8 below;

subject to any applicable legal restrictions, contractual conditions and a reasonable duration of time for the withdrawal of consent to be affected by sending a notice in writing to the contact person described in paragraph 6 above.

8. Disclosure of personal data to third parties

Your personal data is disclosed or may be disclosed to the following third parties (whether located within or outside Malaysia):

- 8.1 companies or entities affiliated with us;
- 8.2 our business partners (including without limitation our vendors, suppliers, agents and contractors);
- 8.3 our banks and/or financial institutions;
- 8.4 our consultants, solicitors, auditors, employees, insurance companies and any person who is under a confidentiality obligations towards us.
- 8.5 any persons as required for the purposes of us complying with the legal and regulatory requirements;
- 8.6 any persons as required for the purposes of us enforcing our legal rights and claims;
- 8.7 where applicable, our data processor who processes the Personal Data on our behalf;
- 8.8 data centres and/or servers, storage facility and records management service providers located within or outside Malaysia; and
- 8.9 any such third party as authorised by or consented to by you.

9. Third party personal data

We may require your assistance if the personal data relating to any third party is required to process your personal data for the Purposes and you hereby agree to use your best endeavours to assist us when required. In the event that personal data of any third party is supplied by you to us, you shall ensure that such third party has read this Privacy Notice and consented to us collecting his/her personal data for any of the Purposes prior to the supply of his/her personal data to us.

10. Consequences for non-provision of personal data

It is obligatory that you supply us with the details of personal data as may be required by us in order to commence your commercial transaction or contractual relationship with us. If you withdraw your consent for the processing of the relevant personal data or fail to supply us with the relevant personal data, we may refuse to process your personal data for any of the Purposes and/or may result in us being unable to communicate or correspond with you and/or to provide you with the services and/or products as requested.

11. Security and retention of personal data

- 11.1 We will take all practical steps, when processing the personal data provided to us, to protect the security of the Personal Data.
- 11.2 We will retain your personal data in compliance with this Privacy Notice as long as necessary for the fulfilment of the Purposes or for such period as we may deem necessary to protect our interests, or otherwise required under any legal, regulatory and/or accountings requirements.
- 11.3 We shall take all reasonable steps to ensure that all personal data is destroyed or permanently deleted if it is no longer required for the purpose for which it was to be processed.

12. Accuracy of your personal data

You are responsible for ensuring that the information you provide to us is accurate, complete, not misleading and kept up-to-date.

13. Amendments

We may update and amend this Privacy Notice from time to time. By continuing to use our products and/or services, accessing our website, and/or communicating with us subsequent to any amendments to this Privacy Notice, you signify that you have agreed and consented to such amendments.

14. Miscellaneous

This Privacy Notice is issued in both English and Bahasa Malaysia. In the event of any inconsistency arising between the English version and the Bahasa Malaysia version of this Privacy Notice, the English version shall prevail.