

PNB Personal Data Protection Policy and Privacy Notice

1. Introduction

- 1.1 Permodalan Nasional Berhad (Registration No: 197801001190 (38218-X)) ("PNB" or "we" or "us" or "our") recognizes the importance of privacy and the overall sensitivity of personal data and information about yourself ("Personal Data"). The term "you" refers to all customers, visitors and users of this website.
- 1.2 As required under the Personal Data Protection Act 2010 ("the Act"), the purpose of this Personal Data Protection Policy ("Policy") and Privacy Notice is for the compliance of the regulations set forth under the Act and shall at all times be read and taken as the official notice of PNB in describing how we manage, safeguards, collects, gather, and process your Personal Data.
- 1.3 Your privacy is of utmost importance to us and maintaining your trust and confidence in our products and services is one of our highest priorities. We are committed to ensure that the privacy of your Personal Data as well as any other data in respect of the same which you have disclosed or presently being maintained by us, is at all times protected and safeguarded.

2. Personal Data Collected

- 2.1 We may collect your Personal Data from a variety of sources, including but not limited to:
 - i. directly from you or with your authorisation;
 - ii. when you visit our websites;
 - iii. when you register on our website and/or other digital platform(s) including our mobile device application ('Apps') and/or engage our services (if relevant);
 - iv. when you interact and communicate with us, which includes but not limited to, via telephone calls (which may be recorded), letters, fax, face-to-face meetings, social media platforms and/or emails;
 - v. when you use our electronic services or interact with us via our application or use of services on our website and/or other digital platform(s). This includes, without limitation, through cookies which we may deploy when you interact with our application and/or website;
 - vi. when you provide to us including as part of a business relationship or contract;
 - vii. when you provide us with feedback or complaints;
 - viii. when we collect data from third party sources and/or public databases; and/or
 - ix. from other sources permitted by law.

The above does not purport to be exhaustive and sets out some common instances of when your Personal Data may be collected.

- 2.2 Personal Data which we collect generally includes any data, which includes but are not limited to:
 - i. your name, home address, email address, phone number (including mobile), date of birth, age, gender, race, religion, National Registration Identification Card (NRIC), signature, occupation, employment, monthly income as well as financial information such as bank name and/or bank account number;

- ii. personal information collected from submission of your resume or any particulars furnished to us for application of employment, internship, attachment, assignment, secondment, training, sponsorship or other related purposes;
- iii. personal information submitted if you participate in any survey, competition and/or contest conducted by us;
- iv. any comments, feedback, complaints and/or messages submitted by email, phone conversation, fax or post and/or via our online platforms such as website, social media and/or Apps including but not limited to personal data such as name, email, address, phone number and/or financial information; and/or
- v. other Personal Data as may be required from time to time for our business operations.

3. Use of the Personal Data

3.1 The Personal Data that we gather and collect from you is used in the following ways:

- i. to carry out our obligations arising from any agreements or contracts entered into between you and PNB or our group of companies.
- ii. to comply with all applicable legislations, laws and regulations.
- iii. to prepare statistics or carrying out research in the ordinary course of our business and to comply with our obligations and any requests received internally or from the regulatory authorities or financial institutions regarding background and security screening.
- iv. to prepare and execute legal documents.
- v. to provide you with any Personal Data that you request from us or which in our view may benefit you.
- vi. to process payments and comply with our accounting and tax obligations.
- vii. for administrative purposes.
- viii. to comply with our obligations regarding security and access within PNB or our group of companies to protect personal data from any unauthorised access.
- ix. to investigate complaints and suspected suspicious transactions

Provision of your Personal Data is necessary to us. If you do not provide your Personal Data to be used for the purposes mentioned herein, we may not be able to fulfill any or all of the functions set out above, or in some cases, may not be able to continue with our relationship.

4. Disclosure of the Personal Data

4.1 We shall not disclose your Personal Data to any third parties unless we have obtained your consent.

4.2 You further consent that we are allowed to share the Personal Data within our group of companies and any agents appointed by our group of companies (who have agreed to keep the Personal Data confidential) in carrying out our business but only in circumstances when such sharing conforms to law, any applicable agreements executed by us with our authorised agents and our policies and practices.

4.3 From time to time, we may enter into agreements with third party service providers, within and outside of Malaysia, to provide Cloud Services and other services to us. In doing so, we need to share your Personal Data with them. Under these agreements, we only provide our service provider with the Personal Data they required to perform their services and we require that they protect the confidentiality of the Personal Data and not to use it for other purpose.

“Cloud Services” means the on-demand availability of computer system resources, especially data storage and computing resources (e.g., computing power, networks, servers, storage, applications, and services) provided by a Cloud Service Provider that can be rapidly provisioned and released with minimal management effort or service provider interaction.

- 4.4 We may also be required to disclose or transfer your Personal Data outside of Malaysia for the purposes and to such third parties stated in this Notice. The transfer of your Personal Data outside of Malaysia would also be required if you are traveling, residing or based outside of Malaysia.
- 4.5 By continuing and proceeding to engage with us, you will be deemed to have consented to the ‘Use of the Personal Data’ set out in Clause 3 and the ‘Disclosure of the Personal Data’ set out in this Clause 4.
- 4.6 Notwithstanding the generality of this Notice, we may disclose your Personal Data to other third parties where such disclosure:
 - i. is in compliance with any judicial order or legal requirements;
 - ii. is requested or authorised by you; and/or
 - iii. is lawfully permitted or required.

5. Security of the Personal Data

- 5.1 We are committed to keep your Personal Data secure. We have appropriate physical, technical and administrative procedures in place to protect your Personal Data from loss, misuse or alteration. While we shall use our best efforts to ensure the privacy of all Personal Data is kept secure, we cannot guarantee that your Personal Data will never be disclosed in a manner inconsistent with this Notice due to unauthorised or illegal acts of third parties.

6. Retention of the Personal Data

- 6.1 Your Personal Data shall be stored in the server and in the proper storage place maintained/provided by us. The period of retention of your Personal Data varies depending on the types of documents and is maintained in accordance with our internal retention policies and procedures.

7. Accuracy of the Personal Data

- 7.1 We take steps to keep your Personal Data accurate, complete, not misleading and up-to-date.
- 7.2 Please ensure the accuracy and completeness of all Personal Data which you disclose or share. Please update and notify us in writing of any changes in the Personal Data.
- 7.3 Should you have any other queries or complaints concerning your Personal Data please contact us or email us at the number and address specified under Clause 8 below.

8. Access to the Personal Data

- 8.1 You have the right to access your Personal Data maintained by us and to request for the update or correction of the Personal Data that is inaccurate or misleading.

- 8.2 If you wish to request access of your Personal Data or if you wish to correct your Personal Data or if you wish to withdraw your consent to us for the processing of your Personal Data as set out in Clause 3, you may send your request in writing to the following address:

Level 82, Menara Merdeka 118,
Presint Merdeka 118,
50118 Kuala Lumpur, Malaysia
Email: info@pnb.com.my

9. Website Links and Amendment to this Policy and Privacy Notice

- 9.1 If you are redirected to third-party websites from our online platforms, please review the relevant policy and privacy notice posted at the particular websites. We reserve the right to make changes to this Policy and Privacy Notice and changes thereto will be posted accordingly. Your continued use of PNB's services and website shall be deemed to be your acceptance of the amended Policy and Privacy Notice.

10. Language

- 10.1 This Policy and Privacy Notice is issued in both Bahasa Malaysia and English.
- 10.2 In case of discrepancies between the two (2) versions, the English version shall prevail.