



**PERSONAL DATA PROTECTION NOTICE AND STATEMENT
TO THIRD PARTIES (CONTRACTUAL, AGREEMENT OR ARRANGEMENT WITH MAXIS)
("NOTICE AND STATEMENT")**

Please be advised that **Maxis Mobile Sdn Bhd, Maxis Mobile Services Sdn Bhd, Maxis Broadband Sdn Bhd, Maxis Collections Sdn Bhd and Maxis International Sdn Bhd** (hereinafter referred to as "MAXIS", "Us" "Our" and "We") are giving you this Notice and Statement as an exercise to comply with the Personal Data Protection Act 2010 ("PDPA").

Please be advised that MAXIS as a Data User must comply with provisions of the PDPA. As part of this compliance exercise and as a contracting party with us ("Contracting Party"), your observance and compliance of the PDPA are essential, necessary and a must by virtue of your contract, agreement or arrangement with us and your obligations thereunder.

For the purpose of this Notice and Statement, the terms "Data User", "Personal Data" "processing" and "Data Subject" shall have the meaning as assigned to it by PDPA. The term Personal Data will include Personal Data that relates directly or indirectly to you (or any other individual) to the extent that you (or the other individual) are identified or identifiable from that information which is in possession or control of MAXIS.

1. YOUR COMPLIANCE AS A CONTRACTING PARTY WITH MAXIS

1.1 As part of the compliance of the PDPA, you shall:

- 1.1.1 ensure that any Personal Data relating to identified or identifiable individuals that is provided to your company for the purpose of rendering services to MAXIS are securely and safely kept and shall take the appropriate technical, physical and organisational security measures to protect such Personal Data, including the MAXIS' records and documents from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction;
- 1.1.2 upon request, provide us details as to your security measures which are in place to protect the Personal Data and grant us access to your premises for the purposes of ensuring that you are taking reasonable steps to ensure compliance with those security measures;
- 1.1.3 process any Personal Data for the purpose of providing services to us and will only disclose to your personnel to whom disclosure is necessary to discharge your duties under any contract or agreement you have with us;
- 1.1.4 promptly inform MAXIS of any actual or suspected security breach involving any Personal Data relating to identified or identifiable individuals that is provided to your company for the purpose of rendering services to MAXIS including MAXIS' records and documents and to comply with any reasonable direction from MAXIS with respect to remedying such breach;
- 1.1.5 provide the necessary information and cooperate with MAXIS when MAXIS conducts a review as may be required by MAXIS;
- 1.1.6 not permit any other third parties or other sub-contractors from performing the Company's contract without the written consent of MAXIS and that in the event that MAXIS consents to the use of sub-contractors, your company shall ensure that it shall take the appropriate contractual steps to ensure that all sub-contractors are obligated towards your company in the same manner that your company is obligated towards MAXIS under your company's contract with MAXIS;
- 1.1.7 upon expiration or termination of any contract or agreement or arrangement you have with us and upon our request as soon as practicable return any such Personal Data or otherwise will take all reasonable steps to ensure that all Personal Data is

destroyed or permanently deleted unless such retention is necessary for you to discharge any regulatory function, under any law or in relation to any order or judgment of a court;

- 1.1.8 not permit, commit or otherwise do anything in relation to the Personal Data provided to you which could cause us to be in breach of PDPA.

2. RIGHTS

- 2.1 MAXIS will have the rights to review:-

- 2.1.1 the security measures taken by your company;
2.1.2 compliance with the confidentiality clauses under your agreement with MAXIS; and
2.1.3 compliance with the PDPA,

at any time during normal working days and hours, subject to notice given in advance within a reasonable period.

3. USE OF THE PERSONAL DATA

- 3.1 As a Contracting Party to MAXIS, we will collect and process Personal Data of your directors, representatives and/or relevant personnel. We use such Personal Data for purposes including but not limited to:-

- 3.1.1 for performance or in furtherance of any contract or agreement or arrangement you have with us;
3.1.2 for internal record keeping as may be required by law or under relevant regulatory bodies including but not limited to the PDPA Department and Commission, Suruhanjaya Komunikasi dan Multimedia Malaysia, Bank Negara Malaysia, Securities Commission of Malaysia, Bursa Malaysia and/or any other regulatory or governmental authority or body;
3.1.3 to contact or communicate with you or send notices (general or specific) relating to our contract or agreement with you;
3.1.4 for auditing, compliance, risk management, conflict of interest reporting and security processes;
3.1.5 to defend or extend any of our rights in our contractual relationship with you;
3.1.6 for any financial background, credit checking;
3.1.7 to maintain records required for security, claims, debt collection or other legal purposes;
3.1.8 to comply with legal and regulatory requirements;
3.1.9 for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities; and
3.1.10 for any other purpose that is incidental or ancillary or in furtherance to the above purposes which are not specifically mentioned herein.

(hereinafter referred to as "Purposes")

- 3.2 Notwithstanding the above, we may process the Personal Data you have provided us without your consent if it is permitted under the PDPA or any other relevant legislation.
- 3.3 Where you provide Personal Data of another individual ("Data Subject"), the Data Subject must be notified in writing of this Notice and Statement before providing the Personal Data unless:-
- 3.3.1 Section 41 of the PDPA applies; or
3.3.2 MAXIS otherwise specifies in connection with the PDPA.

- 3.4 The Personal Data provided to us are maintained by a specific department. All Personal Data are used purely for the above mentioned Purposes and are only accessible to our authorised personnel.

- 3.5 MAXIS ensures that any Personal Data provided to us are securely and safely kept and shall take the appropriate technical, physical and organisational security measures to protect such Personal Data from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.
- 3.6 MAXIS shall not keep the Personal Data longer than is necessary for the fulfillment of the purpose for which it was to be processed unless such retention is necessary for us to discharge any regulatory function, under any law or in relation to any order or judgment of a court.
- 3.7 MAXIS shall take all reasonable steps to ensure that the Personal Data is destroyed or permanently deleted if it is no longer required for the purpose for which it was to be processed.

4. DISCLOSURE

- 4.1 We shall not disclose the Personal Data to any third party without your consent **except:-**
 - 4.1.1 to our parent company, subsidiaries, related and associated companies;
 - 4.1.2 to the extent permitted by law, to any third party credit search agency including but not limited to the Insolvency Department of Malaysia and Central Credit Reference System ("CCRIS");
 - 4.1.3 required or requested by PDPA Department and Commission, Suruhanjaya Komunikasi dan Multimedia Malaysia Bank Negara Malaysia, Securities Commission of Malaysia, Bursa Malaysia, Companies Commission Malaysia and Inland Revenue Department or any other regulatory or competent authorities;
 - 4.1.4 lawfully permitted or required under the law or in relation to any order or judgment of a court;
 - 4.1.5 required for the purpose of prevention of crime, illegal/unlawful activities or fraud or for the apprehension or prosecution of offenders or for an investigation relating to any of these;
 - 4.1.6 required to protect our rights and defend us and our property;
 - 4.1.7 required or requested by you;
 - 4.1.8 required for the performance or in furtherance of any contract, agreement or arrangement you have with us; and
 - 4.1.9 required to carry out any of the Purposes stated above.
- 4.2 Notwithstanding that any such persons may be outside Malaysia, for any of the above Purposes or any other purpose for which the Personal Data was to be disclosed at the time of its collection or any other purpose directly related to any of the above Purposes or where such disclosure is required or authorized by law or by the order of court.

5. CHOICES AND MEANS AVAILABLE FOR LIMITING THE PROCESSING OF THE PERSONAL DATA

- 5.1 You are advised that whilst you are neither bound nor obligated to provide us with the Personal Data of your directors, representatives or personnel or to consent to our processing of such Personal Data, your choice not to do so or to limit such Personal Data for whatever reasons may result in us reviewing our contract, agreement or arrangement with you which may include but is not limited to termination or may otherwise also affect your contractual relationship with us.

6. YOUR RIGHTS AND OBLIGATIONS REGARDING THE PERSONAL DATA PROVIDED TO MAXIS

- 6.1 From time to time, we may ask you to review and update Personal Data of your directors, representatives and/or relevant personnel to ensure that the said Personal Data is complete, accurate and not misleading.
- 6.2 Please note that, by giving your consent herein, you shall be deemed to have accepted any changes, updates (including make amendments, variations and/or addition) to this Notice and

Statement by MAXIS from time to time to reflect our current policy or subsequent to any rules, regulations, acts applicable at that time.

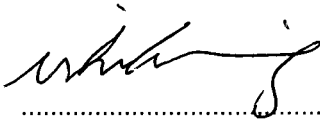
7. CONTACT US

7.1 You may address any queries, concerns or complaints or request for access or correction of the Personal Data or information for the attention of MAXIS' Data Privacy Officer, by:

- a. emailing to us at **customercare@maxis.com.my**;
- b. or calling us at 123 from your Maxis phone/1800821123 or 03-74922123 from any other phone;
- c. writing to us at the following address: MAXIS, P.O. Box 13222, 50802 Kuala Lumpur and faxing through at 03-74922950.

Thank you.

Yours faithfully,



.....
Name: Ho Ping Ping

Designation: General Manager - Sourcing
