

# PRIVACY NOTICE



We, Celcom Timur (Sabah) Sdn. Bhd. (Company No.: 331030-A), a Licensee under the Communications and Multimedia Act 1998, with our registered office at Lot 100, Blok K, Lorong Plaza Permai 2, Alamesra, Sulaman-Coastal Highway 88400 Kota Kinabalu, Sabah (“CT SABAH”), provide fibre optic transmission services in Sabah and Territory of Labuan. CT SABAH value your privacy and are committed to protect your personal data in compliance with laws of Malaysia.

This Privacy Notice applies to the processing of personal data by CT SABAH in the event where you visit our website or subscribe or continue to subscribe to our services. CT SABAH will only process your personal data in accordance with the relevant data protection laws including the Personal Data Protection Act 2010 (“the Act”), this Privacy Notice, and/or Contracts between you and CT SABAH.

Your privacy matters to us, so please take time to get to know our privacy practices.

## **1. What kind of personal data we process and how we use your personal data**

For us to complete our transactions with you, to deal with your inquiries, provide you with our services and to carry out other purposes required to operate and maintain our business with you, we need to process personal data about you.

For the purpose of this Privacy Notice:

“personal data” means any information relating to CT SABAH’s customer that the customer has provided to CT SABAH or made available to CT SABAH due to his/her contract with CT SABAH, e.g. name, Identity Card / Passport No., address, information about his/her transactions with CT SABAH such as contact information, credit/debit card information and bank account details, account balances and payment history. The words “you”, “your” and “customer” includes past, current and future customers of CT SABAH.

“sensitive personal data” comprises information as to the customer’s physical or mental health or condition, political opinions, religious beliefs or other beliefs of a similar nature, commission or alleged commission of any offence or any other personal data determined by law.

“process/processing” means in relation to personal data, means collecting, recording, holding or storing the personal data or carrying out any operation or set of operations on the personal data, including:

- (a) the organization, adaptation or alteration of personal data;
- (b) the retrieval, consultation or use of personal data;

- (c) the disclosure of personal data by transmission, transfer, dissemination or otherwise making available; or
- (d) the alignment, combination, correction, erasure or destruction of personal data.

When you subscribe to our services, or request for any information from us to enter into commercial transaction, and/or continued subscribing to our services, you consent us to process your personal data. We may obtain your personal data from yourself and from a variety of sources, including from third parties connected with you and from such other sources to which you have given your consent to disclose your personal data.

If the need arises for us to process your sensitive personal data, we will obtain consent from you before or when we process your sensitive personal data. We may process your sensitive personal data without your consent in circumstances permitted by the law.

## **2. Disclosure of your personal data**

As part of providing you with our services, we may need to disclose information about you and/or your accounts and/or facilities with us to third parties such as our agents, affiliates, service providers, suppliers, vendors, business partners, where necessary, and subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to CT SABAH.

We will only disclose your personal data for:

- (i) the purpose(s) for which your personal data is processed as outlined in this Privacy Notice;
- (ii) to comply with any legal obligation or court order;
- (iii) for the purpose preventing or detecting a crime,
- (iv) for the purpose of investigations; or
- (v) where you have consented to such disclosure.

## **3. Your rights to access and correct your personal data**

Upon your request, we can assist you to access and correct your personal data held by us. Where you wish to have access to or where you wish to correct any of your personal data (including personal data of such persons related to you or those which are identified from your personal data).

## **4. Exercising choices over the disclosure, retention and use of your personal data**

Subject always to our contractual rights and obligations under relevant laws and regulations, you may exercise your choice in respect of the use or the extent of use of your personal data. Should you wish to do so, kindly contact us at the address/telephone number given at the end of this Privacy Notice.

## **5. Personal data provided by you is deemed to be accurate and complete**

By providing your personal data to us, you consent to us processing your personal data in accordance with this Privacy Notice, and you confirm that all personal data provided by you is accurate and complete, and that none of it is misleading or out of date. You shall promptly update us in the event of any change to your personal data.

Where indicated (for example in application forms), it is obligatory to provide your personal data to us to enable us to process your application for our services. Should you decline to provide such obligatory personal data, we may not be able to process your application/request or provide you with our services.

## **6. Contacting CT SABAH about your privacy and personal data**

Should you have any query in relation to this Privacy Notice or how we handle your personal data, kindly contact us at the following contact points:

**Telephone** : 088-484999

**Fax** : 088-484993

**Address** : Lot 100, Block K, Lorong Plaza Permai 2, Alamesra, Sulaman-Coastal Highway, 88400 Kota Kinabalu, Sabah.

Please review CT SABAH's Privacy Notice prior to providing us with your personal data. CT SABAH reserve the right to modify, update and/or amend this Privacy Notice from time to time. By continuing to communicate with us or subscribe or receive our services, you will be treated as having agreed to and having accepted those amendments.

## **7. Conflict in interpretation**

In the event of any conflict in interpretation of the English version and Bahasa Malaysia version of this Privacy Notice, the English version will override the Bahasa Malaysia version.