

KUANTAN PORT CONSORTIUM SDN BHD

PERSONAL DATA PROTECTION POLICY

ENGLISH

PERSONAL DATA PROTECTION POLICY FOR CUSTOMERS / PROSPECTIVE CUSTOMERS

The Personal Data Protection Act 2010 ("PDPA") came into force on 15 November 2013 and its aim is to regulate the processing of personal data in commercial transaction and safeguard the interest of individuals. We Kuantan Port Consortium Sdn Bhd ("Kuantan Port"), value and respect your personal data and your privacy. This Personal Data Protection Policy explains how we collect, use and handle your personal data in accordance with the PDPA.

1. Collection and Source

In the course of your dealings with us, Kuantan Port, its subsidiaries, parent company and its subsidiaries, associates, affiliates and/or members within the parent group of companies (collectively, referred to as "**us**", "**our**" or "**we**" in this Personal Data Protection Policy), you may be requested to provide your personal data ("**Personal Data**"), to enable us to enter into commercial transactions with you or to communicate with or to deliver to you on the necessary notices, services, facilities and/or products related to our business and group wide activities. These are relevant in connection with our business process, execution, including delivery of notices, services and/or products and/or deliverables, customer relationship management, planning purposes in connection with current or future services or activities or port operations and events including promotional events with business partners within our scope of business undertakings. These may be done through various means, including but not limited to:

- (a) our forms whether in electronic, digital or hardcopy format;
- (b) contracts and agreements relating to services, projects, rentals or subleases or any other related or associated port activities and operations;
- (c) any correspondence that we have received from you requesting for information or making any inquiries;
- (d) making any inquiries; and/or
- (e) business cards or other information provided to us.

2. Types of Personal Data

Such Personal Data may include, but is not limited to information concerning your name, age, identity card number, passport number, address, email address, gender, date of birth, marital status, occupation, income range, bank account details and other pertinent banking information (as and when necessary), contact information such as telephone, mobile and facsimile number, race, nationality, vessel info, cargo manifest, bill of lading, voyage and crew info and information of third parties such as your emergency contact person, authorised representatives, consignor, consignee, shipper, shipping agent, forwarders, transporters, hauliers, stevedores, charterer, contractors, consultants, lawyers, and financiers, which may be subject to applicable data protection and other similar laws.

3. Purposes of Processing

We process your Personal Data for, amongst others, the following purposes (collectively, “Purpose”):

- (a) those purposes provided for in any particular port services or operations offered by us or our business partners;
- (b) to administer and carry out our customer and prospective customer relationship management procedures;
- (c) maintaining our records of our customers and prospective customers and our internal record keeping;
- (d) conducting marketing, client profiling and business development activities as well as market research and statistical analysis and customer surveys regarding our projects, products and/or services;
- (e) processing your application under any of our programme;
- (f) to facilitate payment for our services or facilities or products and/or payment for usage of your r products and/or services;
- (g) to conduct credit reference checks and establish your credit worthiness, where necessary, in providing you with the products, services and/or facilities;
- (h) to carry out due diligence or other monitoring or screening activities (including background checks) in accordance with legal or regulatory obligations or risk management procedures that may be required by law or that may have been put in place by us;
- (i) collection of outstanding payments;
- (j) the delivery to you of notices, information in connection with our current and future port services or operations and the marketing of such services or group member products as well as new services, group member product launches, events, promotional events and contests;
- (k) for the purposes of parent group member companies' current or new products and services offers, launches, events, promotions and related matters; and
- (l) complying with any legal or regulatory requirements and to make the necessary disclosures under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular and/or code which are applicable to us and for the prevention of crime (including but not limited to bribery, fraud and money-laundering)

For the list of Kuantan Port's subsidiaries, parent company and its subsidiaries, associates, affiliates and/or members within the parent group of companies including foreign entities shareholding in the group of companies which are processing your Personal Data for the Purpose, please visit our website at <https://www.kuantanport.com.my>.

4. Disclosures

Generally, we will keep and treat the Personal Data provided to us as confidential. Nevertheless, you consent to the following disclosures of the Personal Data by us to these classes of third parties which may be located within or outside Malaysia for reasons relating to the Purpose:

- (a) any parties to whom we are under a legal requirement to disclose the Personal Data

to by applicable law or in response to an authoritative body, including government agencies, statutory authorities, local councils and/or industry regulators including but not limited to the Marine Department, Kuantan Port Authority, DOSH, MBK, Employees Provident Fund Board, the Inland Revenue Board, SOCSO Board, Pahang State Government as well as to any other third party pursuant to any court order;

- (b) contractors and service providers, including but not limited to auditors, consultants, accountants, lawyers, financial and professional advisers, lenders, insurance companies and property management companies;
- (c) our third-party service providers, third party management companies, sub-contractors or other parties as may be deemed necessary or appropriate by us to facilitate your dealings with us;
- (d) our subsidiaries, parent company and its subsidiaries including foreign entities shareholding in the group of companies, associates, affiliates and/or members within the parent group of companies; and/or
- (e) our joint venture and business partners.

Your Personal Data may also be disclosed if the disclosure is necessary for the purpose of preventing or detecting a crime, or for the purpose of investigations or is required or authorised by or under any law or by the order of a court.

External third parties are appointed by us and are legally tasked with processing your Personal Data in line with data privacy principles specified by Kuantan Port. Third parties are also held legally responsible for securing Personal Data at an appropriate level of security in relation to applicable data protection laws, regulations and widely accepted industry standards.

5. Protection of Personal Data

Your Personal Data is important to us. We are committed to keeping and processing the Personal Data in a secure manner. We will implement appropriate administrative and security safeguards, procedures and policies to the extent practicable and in accordance with applicable laws, to prevent any unauthorized and unlawful processing of the Personal Data and the accidental loss, destruction or damage to the Personal Data at all times.

In order to safeguard against unauthorized access to Personal Data by authorized third parties outside Kuantan Port, all electronic Personal Data held by Kuantan Port is maintained on systems that are protected by secure networks. Kuantan Port limit access to internal systems that hold Personal Data to a select group of authorized users who are given access to such systems through the use of a unique identifier and password. Access to Private Data is limited to and is provided only to relevant users for the purpose of performing their official duties.

Compliance with these provisions will be required of all third-party external administrators who may access your Personal Data, as described in the Clause 4 above.

6. Consequences of Refusal or Failure to Supply

The refusal or failure to provide the Personal Data may result in the following:

- (a) the inability of parties to formalize and/or carry out the relevant agreement or transaction or port services and operations in relation to the services and/or facilities at the port;

- (b) the inability for us to provide you with the data, information, port services and operations as requested; and/or
- (c) the inability to provide you with the information about our port services and operations and/or facilities and obtaining your feedback on our port services or operations and/or facilities.

7. Access and Correction

You have the right to:

- (a) check whether we hold or use the Personal Data and request access to the same;
- (b) request that we correct any of the Personal Data that is inaccurate, incomplete or out-of-date;
- (c) communicate to us your objection to the use of the Personal Data for marketing purposes;
- (d) withdraw, in full or in part, your consent, subject to any applicable legal restrictions, contractual conditions and reasonable time period.

You may request for access to or correction of the Personal Data or limit the processing thereof at any time hereafter by submitting a written request to us via:

Email : dpo_kp@ijm.com

Any inquiries or complaints with respect to your Personal Data should also be channelled to us in this manner.

8. Third party consent

In the event you have provided personal data of third parties (e.g. your emergency contact person, consultants, authorised representatives, consignor, consignee, shipper, shipping agent, forwarders, transporters, hauliers, stevedores, service providers, contractors, lawyers, financiers) to us, we rely on you to have sufficiently obtained the prior consent of such third parties to allow us to process their personal data in relation to the Purpose.

9. Changes to our Personal Data Protection Policy

We may, from time to time, need or be required to change our Personal Data Protection Policy to comply with or be consistent with changes in applicable law and regulations as well as our business operations or policies. As such, you may wish to review any changes to our Personal Data Protection Policy at this website from time to time.

10. Language

In accordance to Section 7(3) Personal Data Protection Act 2010, this Policy is issued in both Bahasa Malaysia and English languages. In the event of any conflict between this English language Personal Data Protection Policy and its correspondence Bahasa Malaysia Personal Data Protection Policy, the terms in this English language Policy shall prevail.
