

PRIVACY POLICY (the “Policy”)

Personal Data

Pursuant to the Personal Data Protection Act 2010 (the “PDPA”), Handal Indah Sdn. Bhd. (287467-M) and Handal Ceria Sdn. Bhd. (673670-K) (the “Companies”) are mindful and committed to the protection of your personal information and your privacy.

Collection of Personal Information

In order for us to operate in an efficient and effective manner to provide you with our services, we may need to collect relevant personal information from you either manually or through our official website. For the purpose of this Policy, “Personal Data” means information about you, from which you are identifiable, including but not limited to your name, identification card number, birth certificate number, passport number, nationality, address, telephone number, credit or debit card details, race, gender, date of birth, email address, any information about you which you have provided to the Companies in registration forms, application forms or any other forms/ mediums and/or any information about you that has been or may be collected, stored, used and processed by the Companies from time to time and includes sensitive personal data such as data relating to health, religious or other similar beliefs.

In addition to the Personal Data you provide to the Companies directly, the Companies may collect your Personal Data from a variety of sources such as:-

- (1) Fill up application or registration forms or other similar forms;
- (2) From publicly available sources such as directories;
- (3) From the Companies’ social media pages, if you follow, like or are a fan of such pages;
- (4) From credit reporting agencies;
- (5) When you interact and communicate with the Companies at any events or activities;
- (6) When you enter contests or participate in surveys organized by the Companies;
- (7) From various entities or divisions under the Companies; or
- (8) By using the Companies’ website and all other websites operated by the Companies and under the names of its respective brands (the “Websites”). Your personal data may also be collected from cookies used on the Websites (if any).

Purposes of Processing

You agree that all Personal Data collected and/or processed by the Companies may include but not be limited to the following purposes (“the Purposes”):-

- (1) To perform the Companies’ obligations in respect of any contract entered into with you;
- (2) For the Companies to perform the services as requested by you;
- (3) To inform you of our services/ products;
- (4) For marketing and research purposes;
- (5) To process your participation in any events, promotions, activities, focus, groups, research, studies, contests, promotions, polls, surveys or any productions and to communicate with you regarding your attendance thereto;
- (6) To process, manage or verify your application/ request for the services;
- (7) To validate and/or process payments;
- (8) To process any refunds, rebates and or charges;
- (9) To respond to questions, comments and feedback from you;
- (10) To communicate with you for any of the purposes listed herein;
- (11) For internal administrative purposes, such as auditing, data analysis, database records;
- (12) For purposes of detection, prevention and prosecution of crime;
- (13) For the Companies to comply with its obligations under any laws and regulations imposed by the competent authorities;
- (14) To send you alerts, newsletters, updates, mailers, promotional materials, special privileges, festive greetings from the Companies, its partners, advertisers and or sponsors;
- (15) To notify and invite you to events or activities organised by the Companies, its partners, advertisers, and or sponsors;
- (16) Where you have requested to download and use the App (the “App”) developed by the Companies to be used in conjunction with the existing services/ products provided by the Companies, to process your request, to deliver the App to you and to provide you a license for the use of the App;
- (17) To understand and analyses our sales as well as your needs and preferences;
- (18) To develop, enhance and provide services/ products to meet your needs;
- (19) For all other purposes incidental and associated with any the above.

Disclosure to Third Parties

The Companies may share your Personal Data amongst the companies within the Companies’ group of companies comprising the subsidiaries, associate companies and or jointly controlled entities of the holding company of the group (“the Group”) and with the Companies and Group’s agents, third party providers, contractors, developers, advertisers, partners, event companies, sponsors or any other parties duly authorized by the Companies who may communicate with you for any reasons whatsoever. In doing so, we will comply with all applicable laws, regulations and industry standards.

Acceptance and Acknowledgment

By communicating with the Companies or the Group, using the Companies' services, purchasing products from the Companies or by virtue of your engagement with the Companies, you acknowledge that you have read and understood this Policy and agree and consent to the use, processing and transfer of your Personal Data by the Companies as described in this Policy.

The Companies shall have the right to modify, update or amend the terms of this Policy at any time by placing the updated Policy on the Websites. By continuing to communicate with the Companies or the Group, by continuing to use the Companies' services, purchasing products from the Companies or by your continued engagement with Companies following the modifications, updates or amendments to this Policy, such actions shall signify your acceptance of such modifications, updates or amendments.

Withdrawal of Consent

Notwithstanding anything to the contrary, you may at any time withdraw your consent to the Companies processing any Personal Data of yours or to any part or portion of the same by sending to the Companies at the address set out below a written notice of withdrawal and within the period prescribed under the PDPA. The Companies shall take all necessary measures to give effect to your withdrawal of consent, to the extent that such withdrawal does not conflict with any of the Companies' other legal obligations.

If you do not wish to have your Personal Data shared with any other party, or if you do not wish to be solicited for products or services offered by the Companies or any other third parties (the Companies' partners, sponsors, etc.), kindly inform us in writing at the communication information as given below.

Access

You shall, upon written request, be granted access to all Personal Data held or stored or processed by the Companies. To avoid confusion, "access" for the purposes of this provision shall mean notification of such Personal Data of yours that is processed by or on behalf of the Companies and to have a copy of such Personal Data communicated or conveyed to you in an intelligible form of the Companies' choosing.

Correction of Personal Data

You may at any time make a written request to the Companies to correct any personal data of yours that is inaccurate, incomplete, misleading or out-of-date and the Companies shall, upon receipt of your written request for correction(s), take all necessary measures to give effect to such correction(s).

Please direct any requests to withdraw consent or to request access and/or correction to any Personal Data as follows:

Attention : Customer Service

Address : No. 23, Jalan Firma 2, Kawasan Perindustrian Tebrau IV,
81100 Johor Bahru, Johor, Malaysia

Telephone : +607-360 2244

Fax : +607-358 4970

Email : feedback@support.causewaylink.com.my

**BY PUBLISHING THE POLICY IN THIS WEBSITE, WE SHALL DEEM OUR CUSTOMERS
AND/OR CLIENTS HAVE ALREADY BEEN NOTIFIED.**