

Personal Data Protection Notification for Customers/Prospective Customers and Business Associates

Statement pursuant to the Personal Data Protection Act ("PDPA") 2010

Keeping personal data secure is a top priority for all of us in **TRANSWATER API SDN. BHD., TRANSWATER TENAGA SDN. BHD. and TRANSWATER ENGINEERING CONSULTANCY SERVICES SDN. BHD. ("TRANSWATER")**. We believe it is important for you to know how we protect your personal information. This TRANSWATER's Personal Data Protection Notification will cover on:-

- (i) What are the information being collected;
- (ii) How and the purposes of the information being used;
- (iii) To whom such information is disclosed;
- (iv) The precautions taken by TRANSWATER to safeguard your privacy and personal information;
- (v) Your Access Rights;
- (vi) Consequences of refusal or failure to supply the Personal Data; and
- (vii) Changes to our Personal Data Protection Notification.

1) We collected several types of information about you

- a. Firstly, with regards to the documents which may include, but is not limited to information concerning your name, company name and registration number, office address, e-mail address, telephone number (mobile phone/ office/ fax), occupation, designation and other related details.
- b. Secondly, when you visit our TRANSWATER's Website, such as information regarding the pages on our Website that you have visited and your IP address.
- c. Thirdly, the nature of the personal data we collect, and where it comes from, will vary according to the specific product and service, and may include, personal data we collect from data subjects on applications or other forms, personal data about your relationship with us (if any), our affiliates, or third parties, personal data from Governmental Agencies / Statutory Bodies, and/or others.
- d. Fourthly, these may be done through various means, including but not limited to:
 - i. agreements or other documentation in respect of our services;
 - ii. any correspondence that we have received from you requesting for information or making any inquiries; and/or
 - iii. business cards or other information provided to us or that were dropped at our exhibition booth or given to our employees or sales and marketing or other agents.

2) How and the purposes of the information being used

- a. The purpose for which personal data is collected and further processed depends on the nature of your relationship with us and/or our affiliates. Your personal data may be used for the following purposes (collectively, "Purpose")
 - i. to establish a relationship between the customer and us and/or our affiliates;
 - ii. to process applications for products and services;
 - iii. for evaluation and due diligence purposes;
 - iv. for servicing customers and the provision of products and services to customers
 - v. for data processing purposes;
 - vi. to evaluate and monitor provision of services
 - vii. to respond to inquiries from customers
 - viii. to understand customers' needs and offering products and services to meet those needs;
 - ix. for research and development of products and services for customers' use;
 - x. to allow our affiliates and selected parties to promote their products and services;
 - xi. to enable a party to evaluate any actual or proposed assignment, participation, sub-participation;

- xii. to meet legal and regulatory requirements;
- xiii. for such other purposes as permitted by applicable law or with your consent;
- xiv. the delivery to you of notices, information in connection with our current and future services and products, which includes the marketing of such services;
- xv. preparing and executing all necessary documents and/or agreements with you and to carry out the obligations under the agreement for our services necessary for purposes of conducting and administering our business;
- xvi. to administer and carry out our customer and prospective customer relationship management procedures;
- xvii. maintaining our records of our customers and prospective customers and our internal record keeping;
- xviii. conducting marketing, client profiling and business development activities as well as market research and statistical analysis and customer surveys regarding our services; and for or all other purposes incidental and associated with any of the above.

3) To whom such information is disclosed

- a. Your information, whether it is public or private, will not be sold, exchanged, transferred, or given to any other outside parties for any reason whatsoever, without your consent, other than for the express purpose of delivering the service requested. We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating and conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.
- b. Your personal data will be kept confidential but such personal data may be provided to the following parties for the purposes set out above and as per below:
 - i. To our affiliates and selected parties for the purpose of informing you of products or services which we believe will be of interest to you;
 - ii. to such parties as we or our affiliates may be required by law, court, regulator or legal process to disclose; and
 - iii. to such parties as may be permitted under Malaysian law.

4) The precautions taken by TRANSWATER to safeguard your privacy and personal information

- a. We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information. We offer the use of a secure server. It can be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.
- b. The security of personal data about you is our priority. We protect this data by maintaining physical, electronic, and procedural safeguards that meet or exceed applicable law. We train our employees in the proper handling of personal data. When we use other parties to provide services to us, we require them to protect the confidentiality of personal data they receive.

5) Your Access Rights

- a. You have rights under the Personal Data Protection Act 2010 to make a data access request in respect of Personal Data that we hold about you.

- b. You may request for access to your Personal Data or correction of your Personal Data or limit the processing thereof at any time hereafter by submitting such request to us via e-mail or fax to:

TRANSWATER's Legal & Compliance Department,
No. 35, Jalan Pengacara U1/48, Temasya Industrial Park,
Section U1, 40150 Shah Alam, Selangor.
Tel No. : +603 – 5569 1155
Fax No. : +603 – 5569 8313
Email : legal@transwater.com.my

- c. Any inquiries or complaints with respect to your Personal Data should also be channelled to us in this manner.
- d. Please note that it will be necessary for us to process your Personal Data for the Purpose, without which we will not be able to carry out the Purpose.
- e. We will need to validate the identity of anyone making an access request, to ensure that we do not provide your information to anyone who does not have the right to that information.

6) Consequences of Refusal or Failure to Supply the Personal Data

- a. The refusal or failure to provide the Personal Data may result in the following:
- i. the inability of parties to formalize and/or carry out the relevant agreement or transaction in relation to the provision of our products and services;
 - ii. the inability for us to provide you with the information, services and/or products requested; and/or
 - iii. the inability to provide you with the information about our services and/or products and obtaining your feedback on our services.

7) Changes to our Personal Data Protection Notification

- a. If required, we shall change this Notification to comply with or to 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 Notification from our official website www.transwater.com.my from time to time.

We trust that you will consent and agree to the terms above with respect to the processing of your Personal Data by us. If we do not receive any response from you on the above, we shall assume that you are agreeable to the same.

Your Personal Data is important to us. We are committed to keep and process your Personal Data in a secure matter. 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.