

## PRIVACY NOTICE FOR MYUNIFI APP

Dear TM Customers,

In our effort to ensure compliance to the Personal Data Protection Act 2010 (PDPA) we wish to draw your attention to TM's Privacy Notice on the use of myunifi app as follows:

### **What Personal Information Do We Collect?**

If you choose to transact with TM or its group of companies (for further information on TM's group of companies, please visit [www.tm.com.my](http://www.tm.com.my)) or its affiliates i.e. for subscription of any products and/or services or by using myunifi app, you will be asked to provide your personal information such as (but not limited to) name, National Registration Identification Card number, passport number, mailing address, telephone number(s), email address(es) or contact preferences. Where you intend to use myunifi app for the purpose of making online payment transactions, your credit/debit card information will also be collected for the purpose of processing such payments. Where you intend to use myunifi app for purpose of accessing and managing your service account with TM group of companies, your user ID, email, phone number, name and user experience tracking will be collected. The list of transactions is non-exhaustive and such information given to or obtained by us through such transactions shall collectively be known as "Personal Data".

TM products and/or services shall include any and all products and/or services provided by TM or its group of companies. TM mobile app shall include where applicable, portal owned, managed and/or maintained by any companies within TM group of companies which contains relevant products and/or services provided by such companies within TM group of companies and shall include myunifi app.

You will also be required to provide your consent to the usage of your Personal Data in the form and manner as indicated in the registration process. If we do not receive your consent, you will not be able to subscribe to TM products and/or services or register to myunifi app.

When you transact with TM, we may collect or receive and store certain personal non-identifiable information. Such information is collected passively using various technologies and for now cannot be used to specifically identify you. This information may include:-

- device-specific information such as hardware model, operating system version, unique device identifiers, mobile network information, memory, sound card data, Internet Protocol (IP) address;

- cookies that may uniquely identify your device;
- details of how you access and/or use myunifi app, for example your search queries and login and logout pattern;
- total number of visitors accessing and/or using myunifi app;
- diagnostic and usage data generated by your device;
- how you and other users use and interact with myunifi app.

The above is collectively known as “Non-Personal Information”. If we do combine Non-Personal Information with Personal Data, the combined information will be treated as Personal Data for as long as it remains combined.

As an ongoing effort to serve you better, we often conduct research on customer demographics, interests and behaviour based on the Personal Data and information provided to us. This research may be compiled and analysed on an aggregated basis. This type of non-identifiable and aggregated data does not identify you personally. We may share this non-identifiable and aggregated data with our affiliates and/or Authorised Third Party. We may also disclose aggregated user statistics to our affiliates and/or Authorised Third Party for other lawful purposes.

“Authorised Third Party” shall mean business partners, contractors, agents, auditors, advisers, any telecommunications and applications service providers which we have an arrangement with in connection with TM product and/or services, TM portal or TM corporate website and/or third party supplier engaged by us from time to time for the purpose of providing information relating to TM product and/or services in TM Portal or TM corporate website or otherwise or any parties appointed by TM to do data processing activities or conduct marketing activities for TM or its group of companies.

### **How We Use Your Personal Information?**

Your Personal Data will be used for the purpose it was given. Your Personal Data may also be used by TM group of companies or its affiliates and/or Authorised Third Party for one or more of the following purposes:-

- to assess your application or continued provisioning of the products and/or services (whichever is applicable);
- financial operation including to verify and process payment, billing and billing enquiries;
- customizing advertisements and content on myunifi app and any online sites of TM and its group of companies;
- responding to your enquiries;

- research purposes including but not limited to product and/or service improvement, historical and statistical purposes and analysis;
- general operation, maintenance and audit of products and/or services provided including its related website(s);
- verification purposes;
- matching any data relating to you which are held by TM and its group of companies from time to time;
- provide you with regular communications from TM relating to our products and/or services;
- investigation of complaints, suspicious transactions and to detect and prevent fraudulent activity;
- administer your participation in contest organised by TM or any of its group of companies; ;
- credit checking with credit bureau, credit rating agency or credit reporting agency;
- conduct market research and using such analysis for TM's business plans, the enhancement of TM's products and/or services, targeted advertisements and conveying such unidentified information in broad aggregated terms to TM group of companies or its affiliates, Authorised Third Party and/or third parties who have or propose to have business dealings with TM;
- to provide you with TM and its group of companies' latest information, promotions and latest updates, special offers as well as marketing and advertising materials; and
- in compliance with any regulatory, statutory or legal obligations which shall include but not limited to the provisioning of Directory Assistance Service 103 as part of the Required Applications Services.

The above shall collectively be referred to as "Purposes" in this Privacy Notice

By submitting your information to TM, you hereby consent and authorise TM to process and verify any information about you from and share with other third parties, specifically credit bureau, credit rating agency or credit reporting agency which TM may require in connection with your application to and/or subscription for any of TM products and/or services and/or review of the existing account with TM and/or use of TM portal or TM mobile app including Myunifi App and/or access to TM corporate website.

Such consent and authorization will extend to any information obtained from any of the account(s) presently maintained for you, any new applications for any products and/or services offered by TM, any historical financial or credit records, data or information whether or not provided personally or through any other sources relating to you which was collected, received, captured, compiled, secured and/or obtained by TM through or by whatever means or methods or forms. In the event that you are to provide or disclose to TM the Personal Data of a third myunifi app Privacy Notice as at 23062021

party in any application, you hereby represent and warrant that consent has been obtained from the third party to allow TM to process the Personal Data for the Purposes set out above.

## **DISCLOSURE OF YOUR PERSONAL DATA**

If you choose to register and transact with TM, your Personal Data may be shared where necessary and only on a need to know basis with other companies in TM group of companies, affiliates or agencies so as to serve you in the most efficient and effective manner. An example might be to resolve or addressing complaints that require escalation to other companies in TM group of companies, affiliates or agencies.

TM may disclose your Personal Data to the following parties for the Purposes stated above:-

- Respective Authorized TM Partner who are involved in providing Add-Ons;
- Authorised Third Party or TM agents who are involved in providing the products and/or services for TM;
- Companies in TM group of companies, affiliates and/or Authorised Third Party located outside of Malaysia who provides data processing services for TM;
- any credit reporting agencies or in the event of default, any debt collection agencies;
- any person engaged by TM to fulfil its obligations to you and is under a duty of confidentiality and has undertaken to keep such data confidential;
- any actual or proposed assignee, transferee, participant or sub-participant of TM's rights or business; and
- requestor for directory assistance via the Directory Assistance Service 103 which is provided as part of a regulatory requirement under the Required Applications Services.

As mentioned above, it may be necessary to transfer your Personal Data and information to companies in TM group of companies, affiliates and/or Authorised Third Party located outside of Malaysia. This may happen where companies in TM group of companies, Affiliates and/or the Authorised Third Party is based outside of Malaysia or where you access TM Portal or TM corporate website and/or use TM products and/or services from outside of Malaysia. By continuing accessing and/or using TM products and/or services, you consented to such transfer.

Your Personal Data will not be disclosed to any unauthorized third party.

You may opt-out from having your registered telephone number be made available via the Directory Assistance Service 103 by contacting us at [help@tm.com.my](mailto:help@tm.com.my) or call us at 100.

Your Personal Data may be disclosed due to reasons of law, legal process, litigation, and/or requests from public and governmental authorities and any disclosure will be to such public and governmental authorities only. We may also disclose information about you if we determine that disclosure is necessary or appropriate for purposes of national security, law enforcement or other issues of public importance.

## **SECURITY OF YOUR PERSONAL DATA**

TM has in place security policies, rules and technical measures to protect your Personal Data from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss. All our employees and data processors who have access to and are associated with the processing of Personal Data, are obliged to respect the confidentiality of your information.

However, transactions done via personal devices may not be secured and communications over those devices may be exposed to unauthorized third-party interception. We cannot accept responsibility for any unauthorised access or loss of Personal Data. While we cannot guarantee that loss, misuse or alteration of Personal Data will not occur, we make reasonable efforts to prevent such unfortunate occurrences.

Personal Data that we collect from you will be stored and backed up securely in an environmentally controlled location. Only authorized people with user ID and password from our company have access to the information.

You must remember to log off from our system after accessing and/or using your preferred device so that no unauthorized party can have access to your Personal Data. You must not, at any time, divulge your Personal Data to any third party.

## **CORRECTION AND REQUEST FOR ACCESS**

If you would like to request access or correction of your Personal Data or where you elect to limit TM's right to process your Personal Data, you may contact TM Contact Centre or you may visit the nearest TM Point. Any request of access to correct Personal Data may be subjected to a fee and also to applicable provisions in the PDPA. However, we reserve the right to decline requests which jeopardize the security and privacy of the Personal Data of others as well as requests which are impractical or not made in good faith.

We may review and update this Privacy Notice from time to time to reflect changes in the law, changes in our business practices, procedures and structure, and the community's changing privacy expectations. The latest version of the Privacy Notice may be available at <http://www.tm.com.my>

## QUERIES OR COMPLAINTS

If you have any queries or complaints about this Privacy Notice, you can contact us at <https://www.tm.com.my/OnlineHelp/ContactUs/Pages/default.aspx> via our Contact Us section or you can either call TM Contact Centre at: • 100, if you are in Malaysia;

- 1 300 888 123 if you are calling from mobile; or
- +603 2241 1290 if you are calling from overseas.