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**TRAINOCATE (M) SDN BHD****(Company No.: 386095-H)****Personal Data Protection Policy**

Everyone has rights with regard to how their personal information is handled. During the course of business and/or employment and/or any other forms of relationships with Trainocate (M) Sdn Bhd (Company No.: 386095-H) and its parent, subsidiaries, affiliates and/or associated companies within or outside the jurisdiction of Malaysia, and companies which the Group will acquire in the future when they are made part of the Group (shall collectively hereinafter be referred to as “**the Group**”), Trainocate may collect, store and process personal information about the staff, customers, suppliers, vendors and other individual(s) and/or organization(s).

Trainocate recognizes the need to treat this data in an appropriate and lawful manner and is committed to protecting the personal data of its stakeholders, employees, customers, shareholders, partners, suppliers and other individual(s) and/or organization(s) who trust Trainocate with their information in accordance with all the applicable laws and regulations of Malaysia and other jurisdictions (where applicable) in relation to Personal Data, namely the data protection principles under the **Personal Data Protection Act 2010 (“PDPA”)** of Malaysia.

The types of information that Trainocate is required to handle may include details of the current, past and prospective employees, suppliers, customers and other individuals(s) and/or organization(s) that Trainocate and/or the Group communicates with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards as specified in the applicable laws and regulations of Malaysia, and where applicable, the laws and regulations of other jurisdictions.

Trainocate and/or the Group has a discretion to modify and/or amend the terms of this Personal Data Protection Policy from time to time.

## **1. PURPOSE AND SCOPE OF THE POLICY**

1.1. This policy is made to outline Trainocate's rules on data protection and the legal conditions that must be satisfied in relation to collecting, obtaining, handling, processing, storage, transportation and destruction of personal and sensitive information.

## **2. DEFINITION OF DATA PROTECTION TERMS**

2.1. "Data" is information of all individuals that is within the possession of Trainocate and the Group that is stored electronically, on a computer, or in certain paper-based filing systems. This would include information stored in IT and CCTV systems.

2.2. "Data User(s)" include Trainocate's and/or the Group's officers, management and members of staff whose work involves the use of Personal Data. Data Users have a duty to protect the information they handle by following Trainocate's data protection and security policies at all material times.

2.3. "Data Subject(s)" includes all stakeholders, employees, customers, shareholders, partners, suppliers and other individual(s) and/or organization(s) who have provided their Personal Data to Trainocate in accordance with this Policy and the applicable laws and regulations in relation to Personal Data.

2.4. "Personal Data" means Data relating to a living individual who can be identified from the Data (or from that Data and other information that is in, or is likely to come into, the possession of the Data User). Personal Data can be factual (such as a name, address or date of birth) or an opinion (such as performance appraisal).

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- 2.5. “Processing” means the act of performing any operation or set of operations on data, including but limited to the following acts of:
- a) Obtaining, recording or keeping data;
  - b) Collecting, organizing, storing, altering or adapting the data;
  - c) Retrieving, consulting or using the data;
  - d) Disclosing the information or data by transmitting, disseminating or otherwise making it available,
  - e) Aligning, combining, blocking, erasing or destroying the data.
- 2.6. “Sensitive Personal Data” includes information about a person’s racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health condition, sexual orientation, criminal convictions or the alleged commission of an offence. Sensitive Personal Data can only be processed under strict conditions and will usually require the express consent of the person concerned.

### **3. GENERAL PRINCIPLE**

- 3.1. For Personal Data to be processed lawfully, Trainocate shall ensure that all conditions are met. These may include, among other things, requirements that the Data Subject has consented to the processing, or that the processing is necessary for the legitimate interest of the Data User or the party to whom the data is disclosed. When Sensitive Personal Data is being processed, more than one condition must be met. In most cases, the Data Subject’s explicit consent to the processing of such data will be required.
- 3.2. Where Data Subjects have provided their Personal Data to Trainocate, they agree to have read and accepted the statements herein; and that they have consented to the processing of their Personal Data by Trainocate and/or by any members of the Group in the manner set out herein.

- 3.3. Where Data Subjects have provided their Personal Data to Trainocate, they warrant and represent to Trainocate that the Personal Data provided is accurate, complete, and not misleading at the time of disclosure.
- 3.4. Where Data Subjects have provided their Personal Data to Trainocate, they warrant and represent to Trainocate that the Personal Data provided is not falsified, forged and/or obtained through illegal means at all material times.
- 3.5. Where Data Subjects have provided the Personal Data of third parties to Trainocate, they warrant and represent to Trainocate that they have obtained the required consent of the third parties for the processing of the relevant Personal Data by Trainocate and/or by any members of the Group in the manner set out herein.

#### **4. NOTICE AND CHOICE PRINCIPLE**

- 4.1. The type of Personal Data which Trainocate may be required to collect and record from the Data Subjects for the purposes of carrying on Trainocate's and/or the Group's business activities or during the course of your dealings with Trainocate, may include, but not limited to, name as per identity card, identity/passport number, age, contact number, address, birth date, gender, race, nationality, occupation, designation, bank account details, information of spouse/children such as name and birth date, information of the company such as name, registration number and address, information as to physical or mental health, political opinions, religious beliefs or other beliefs of a similar nature, the commission or alleged commission of any offence and such other data necessary for the purposes of which the Personal Data is collected.
- 4.2. Where Data Subjects have provided their Personal Data to Trainocate, they accept that the Personal Data may be disclosed to the following, but not limited to, classes of third parties:



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- a) Trainocate's affiliates, parents and/or subsidiaries within the Group whether within or outside of Malaysia, and companies which the Group will acquire in the future when they are made part of the Group;
  - b) Trainocate's and/or the Group's sub-contractors or third party service or product providers as may be determined by Trainocate to be necessary or appropriate;
  - c) Financial institutions for the purposes of facilitating payments and/or maintaining financial records in connection with the business or contractual relationship between Trainocate and the Data Subject and/or the Data Subject's company;
  - d) Government agencies and selected parties within or outside Malaysia including strategic partners that work with Trainocate and/or the Group in connection with Trainocate's and/or the Group's business activities or any event or programme;
  - e) Agents, contractors, auditors, consultants, accountants, insurers, lawyers or other financial or professional advisers of Trainocate and/or the Group;
  - f) Regulatory bodies, government bodies or other authorities if required or authorized to do so to discharge any regulatory function under any law or in relation to any order or judgment of a court; and/or
  - g) Any person to whom Trainocate and/or the Group is compelled or required to do so under the law.

4.3. The Personal Data provided by the Data Subjects to Trainocate shall be processed by Trainocate and/or any members of the Group for the following, but not limited to, purposes:

- a) To administer and manage the business or contractual relationship between the Data Subject and Trainocate;
- b) To communicate with the Data Subject for the purposes of administering and/or managing the business or contractual relationship between the Data Subject and/or the Data Subject's company and Trainocate;
- c) To administer customer relationship management procedures;



- d) To provide the Data Subject with information about any activities, products, services, events and programmes that may be organized, managed, facilitated, provided, sponsored and/or participated by Trainocate and/or selected third parties which Trainocate thinks may be of benefit or interest to the Data Subject;
- e) To facilitate payment in connection with any business or contractual dealings between the Data Subject and Trainocate;
- f) To conduct research, study, assess, survey and/or prepare reports/statistics for the purpose of Trainocate's business development activities;
- g) To respond to any enquiry given by the Data Subject or on behalf of the Data Subject;
- h) To comply with any legal or regulatory requirements applicable to Trainocate, including meeting the requirements to make disclosure under the requirements of any law, regulation, direction, court order, by-law, guideline, circular or code applicable to Trainocate;
- i) For the recruitment of employees and/or independent contractors;
- j) For Trainocate's internal record keeping; and/or
- k) Other lawful business activities of Trainocate and/or with any members of the Group.

4.4. Trainocate is aware that the Data Subjects have the right to make a choice not to provide their Personal Data and may revoke their consent to the collection and processing of their Personal Data. In this regard, Trainocate is aware that certain services it provides and the continuation thereof may require the processing of such Personal Data. The failure to process such Personal Data will or may result in the discontinuation of such services (where if necessary and/or applicable) including but not limited to the following:

- a) Trainocate being unable to administer the business or contractual relationship with the Data Subject; and/or



- b) Trainocate being unable to provide the Data Subject with information about the activities, products, services, events and programmes organized, managed, facilitated, provided, sponsored and/or participated by Trainocate and/or selected third parties.

## **5. DISCLOSURE PRINCIPLE**

- 5.1. Trainocate is aware that the Personal Data should only be collected to the extent that it is required for any of the purposes or purposes directly related to, and/or necessary for, and/or not excessive in relation to the purposes stipulated within this Policy.
- 5.2. Trainocate's authorized Data Users shall, at all times, respect the confidentiality of and endeavour to keep safe any and all Personal Data collected and/or stored and/or transmitted and/or used for, or on behalf of Trainocate and/or any of the members of the Group.
- 5.3. Trainocate may also disclose the Personal Data provided by Data Subjects to third party service providers, agents and/or affiliates whether sited in Malaysia or outside of Malaysia as and when required by Trainocate and/or any of the members of the Group where applicable and/or necessary for any of the purposes stipulated within this Policy.

## **6. SECURITY PRINCIPLE**

- 6.1. Trainocate must ensure that the appropriate security measures are taken against any unlawful or unauthorized processing of Personal Data and against the accidental loss of, or damage to, Personal Data.
- 6.2. Trainocate endeavours to take all reasonable steps to keep and secure the Personal Data recorded. All Personal Data shall be stored either in hard copies in locked repositories or soft copies in Trainocate's servers located in or outside of Malaysia. In

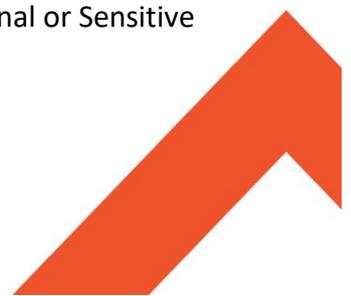
some cases, these facilities may be provided by the Group or its service providers in or outside Malaysia. However, security of communications over the Internet cannot be guaranteed, and therefore absolute assurance that information given online will be secure at all times, cannot be given.

6.3. Trainocate has put in place the necessary procedures and technologies for the purposes of maintaining the security of all Personal Data as required by the applicable personal data protection laws of Malaysia such as, but not limited to the following:

- a) Secure workplace with lockable desks and cupboards. Desks and cupboards withholding confidential information of any kind (personal data is to be confidential information at all material time) should be kept locked. Access rights to the workplace are restricted to only employees after office hours.
- b) Paper documents containing confidential information of any kind should be shredded should there be no longer any use for it. All floppy disks, CD-ROMS, external hard drives, external storages and any duplicates thereof containing the confidential information of any kind shall be physically destroyed once the Personal Data is no longer required. All softcopy information in all the available servers of Trainocate should be removed and deleted once the confidential information is no longer required.
- c) Data Users with access to confidential information to be processed for the purposes of carrying out the business activities of Trainocate and/or during the course of business of Trainocate have individual computers which are programmed to not show any form of confidential information to passers-by and to ensure that their individual computers are set to log off when it has been left unattended.

6.4. Trainocate shall put into practice the following core values to ensure that the confidentiality of the Personal Data is maintained at all times:

- a) Confidentiality – Trainocate will ensure that only authorized Data Users have access to the Data Subject’s personnel files and any other Personal or Sensitive



Data that is held by Trainocate. All authorized Data Users of Trainocate are required to maintain the confidentiality of any data to which they have access to.

- b) Integrity – to ensure that the Personal Data is accurate and suitable for the purpose for which it is being processed.
- c) Availability – only authorized Data Users of Trainocate have access to the Personal Data to carry out any of the authorized purposes above.

## **7. RETENTION PRINCIPLE**

- 7.1. Any Personal Data supplied to Trainocate will be retained by Trainocate for as long as necessary for the fulfilment of the purposes or directly related purposes for which it was collected or to protect the Group's interests, and as required by any law or regulations.
- 7.2. Trainocate shall take reasonable steps to ensure that all Personal Data is destroyed or permanently, deleted from Trainocate's electronic, manual and other filing system in accordance with specific schedules and internal procedures, if it is no longer required for the purpose for which it was collected.

## **8. DATA INTEGRITY PRINCIPLE**

- 8.1. The Personal Data provided must be accurate, complete, not misleading and kept up to-date. Information which is incorrect or misleading is not accurate and steps should be taken to check the accuracy of any Personal Data at the point of collection and at regular intervals thereafter. Inaccurate or out-of-date Data would be destroyed according to the expected standard operating procedures of Trainocate.

## **9. ACCESS PRINCIPLE**

- 9.1. Where any Data Subjects legitimately requests access to and/or correction of their Personal Data relating to them that is being held by Trainocate, Trainocate shall provide



and/or correct that Personal Data within a reasonable timeframe and in an appropriate manner. Examples of such relevant changes would include a change in the residential address, contact number etc.

Should Data Subjects wish to obtain a copy, request to correct, and/or to limit the processing of their Personal Data, Data Subjects may submit their request to Trainocate at [malaysia@trainocate.com](mailto:malaysia@trainocate.com).

9.2. In some cases, Trainocate may require to see the original documentations and/or charge a reasonable fee for the processing of any data access request(s).

## **10. REVIEW OF POLICY**

10.1. Trainocate and the Group will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives every or more frequently if required, taking into account changes in the law and organizational or security changes.

10.2. Trainocate reserves the right to alter any of the clauses contained herein in compliance with local legislation, to meet its internal Group policy requirements (if any), and for any other purposes deemed necessary by Trainocate and/or the Group from time to time.

## **11. TRANSFER OF PERSONAL DATA OUTSIDE OF MALAYSIA**

11.1. As the Group operates internationally, it may be necessary for Trainocate to transfer certain Personal Data within the Group which may be located outside of Malaysia, in order to carry out the purposes, or directly related purposes, for which the Personal Data was collected. When such a transfer is required, Trainocate will take the necessary steps to ensure that the transfer is done according to internal Group policy and the Personal Data Protection Act 2010.