



## REDtone Privacy Statement

The REDtone Group, which includes the holding company, subsidiaries, and any associated company as defined in the Companies Act 1965 from time to time, places great importance in keeping up with legal and regulatory changes. In view that the Personal Data Protection Act 2010 is in force, we are taking steps to ensure that we are in compliance with the new Act.

The purpose of this notice is to bring to your attention the practices and policies relating to the collection, processing, retention and disclosure of personal information relating to our customers. By providing your personal information to us, you are accepting and consenting to this Privacy Statement and the collection, use, access, transfer, storage and processing of your personal information as described in this Privacy Statement.

### **1. What This Processing Data Explains**

Processing personal data is the act of collecting, recording, holding or storing personal information and carrying out any operation or set of operations of the personal data/information.

### **2. What Personal Information is REDtone Collecting and Processing**

In order for REDtone to provide the Products and/or Services and also to serve you better, we will process your personal data as listed below:

- i) Personal details and information obtained by REDtone as part of the subscription processes (e.g. registration, subscription, renewal, change of plan etc.) in respect of the Products and/or Services. The type of details herein includes but are not limited to:
  - Name
  - Date of birth
  - Gender
  - Nationality and Race
  - Address (private and/or business, current and/or previous address, installation address)
  - Contact Number (private and/or business, mobile, fixed line, fax)
  - Directors' information (Name, Date of Birth, Gender, Nationality and Race, Address, Contact Number, Email address)
  - Email address (private and/or business)



- Credit Card number and/or bank account details
- Identification supporting documents (including NRIC, passport, certificate of incorporation etc.)
- Any Personal Data derived from registration form, sales contract, any legal documentation including sales agreement or related business documents

ii) In addition to the above personal information, REDtone also processes the following information dealing with:

- the status of the Products and/or Services you have acquired from REDtone or subscribed to
- the manner of usage these Products and/or Service (for example traffic data such as numbers and addresses of calls, SMS, MMS, emails and other communications made and received by you and the date, duration, time and cost of such communications)
- your internet searching and browsing history, access to content, uploads and downloads (including the amount of data consumed)
- your IP address and your PC location
- your billing and payment status and records
- your personal interests and preferences (ascertained via the trend and/or types of Products and/or Services acquired and frequency of usage)
- the equipment you use when accessing our Products and/or Services (such as your mobile handset, your computer system and platform) to customise the service for you
- clickstream data when you visit any of our websites (for example the pages you access and the Services and/or Products you browsed)
- recording of calls placed by you to our help desk for our service enhancement and improvement

### **3. When and How REDtone Collect Your Personal Information**

REDtone collects the Personal Information in a number of ways, including:

- directly as provided by you including but not limited to instance when such Personal Information is provided via phone
- in application/other related forms or agreements
- register or subscribe through REDtone's agents and/or online channels
- register or subscribe for a specific Product and/or Services or our publications
- participate in any channel of the survey



- respond to any REDtone’s marketing activities and/or materials
- visit any of our offices
- visit or browse our websites

We may also obtain your personal information from third parties we deal with or are connected with you (credit reference agencies or financial institutions), and from such other source where you have given your consent for the disclosure of information relating to you, and/or where otherwise lawfully permitted.

#### **4. How Would REDtone Use Your Personal Information**

We may collect and use personal information from you or from the category of third parties identified in this Privacy Statement for the following purposes:

- to verify your identity
- to assess and process your application(s)/ request(s) for our Products and/or Services
- to provide you with the Products and/or Services you require
- to administer and manage those Products and/or Services to you, including charging, billing, facilitating payments and collecting debts
- to investigate and resolve any service issues, billing queries, complaints or other enquiries that you submit to us regarding our network, Products and/or Services with our customer relations teams
- to conduct appropriate checks for fraud
- to assess and/or verify credit-worthiness
- to improve and develop our services e.g. manage staff training and quality assurance
- to gain an understanding of your information and communication needs in order for us to provide you with better services
- to maintain and develop our business systems and infrastructure, including testing and upgrading of these systems
- to conduct research and development and statistical analysis in connection with the Products and/or Services
- to conduct marketing activities
- to identify trend and develop new Products and/or Services which reflect the interests of customers
- to comply with legal, regulatory and statutory requirements
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities



## **5. Disclosure of Your Personal Information**

We may be required or need to disclose your Personal Data/Information when necessary including but not limited to:

- law enforcement agencies
- government agencies
- companies and/ or organisations that act as our agents, contractors, service providers and/ or professional advisers
- companies and/or organisations that assist us in processing and/or otherwise fulfilling transactions and providing you with Products and/or Services that you have requested or subscribed for
- our business associates and other parties for purposes that are related to the purpose of collecting and using your personal information
- other parties in respect of whom you have given your express or implied consent

subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to the REDtone Group.

- While our company discloses your Personal Information to third parties, company will ensure that third parties are bound to abide by company, or equivalent, personal practices and policies relating to the collection, use, processing and retention of your Personal Information.

## **6. Our Commitment To You**

Our company is committed to using its best endeavors to maintain the high security standards and procedures to safeguard your personal information from unauthorized access.

## **7. Your Rights To Access And Correct Your Personal Information**

Any request to access or correct the personal data/information may be subject to a fee and also to requirements under the Personal Data Protection Act 2010, and such request must be provided in writing with justifiable reason or else company reserves the right to reject such request.

Please note that request to access or correct the personal data/information shall be processed in 21 days.



## **8. Your Obligations**

The company endeavors to take reasonable step to ensure your information is up to date with the details provided by you. However, you are responsible for providing accurate and complete information to us.

## **9. Online Dealing With REDtone Group**

In the event that you access our websites or online portals, please be aware that your IP address and information about your visit will be automatically picked up by REDtone's system. Such function is inherent and integral to any telecommunications related system. In this regard, REDtone has taken reasonable steps to put governance processes in place.

A "cookies" may be attached when you enter websites or online portals. Cookies are packets of information stored in your computer which assist your website navigation by customizing site information tailored to your needs. Cookies in themselves do not identify the individual user, just the computer used. You are not obliged to accept cookies. If you are concerned, you can set your computer either to accept all cookies, to notify you when a cookies is used, or not to receive cookies at any time. However, rejection of cookies may affect your user experience and areas of certain sites will not function properly.

This Privacy Statement applies solely to REDtone Group Websites and does not apply to any third party websites you may access from our websites. As such, it would be prudent for you to check on the privacy policy of such third parties before disclosing your personal information to such third parties and/or sites.

## **10. Transfer Of Your Personal Information Outside Malaysia**

It may be necessary for REDtone to transfer your personal information outside Malaysia if any of REDtone's service providers or strategic partners ("Overseas Partners") involved in providing part of the Products and/or Services to you are located in countries outside Malaysia or if you use the Products and/or Services from a country other than Malaysia (for instance, international roaming). In this regard, you hereby consent to REDtone transferring your personal information outside Malaysia in these instances. We will take reasonable steps to ensure that any such Overseas Partners are contractually bound not to use your personal information for any reason other than to provide the Products and/or Services they are contracted by us to provide and to adequately safeguard your personal information.



## **11. Updates To Our Privacy Statement**

The company reserves the right to revise and/or modify this Privacy Statement and the Data Protection Obligations from time to time, subject to its discretion, in order to address future developments of the company and/or changes in privacy laws of Malaysia. In the event of such revision and/or modification, REDtone will communicate such revision and/or modification at REDtone's website.

## **12. Our Contact Details**

If you would like to make any enquiries, request access, or correction of the personal data/information, kindly contact:

Customer Care Centre  
REDtone Group of Companies  
Suites 22-30, 5<sup>th</sup> Floor, IOI Business Park,  
47100 Puchong, Selangor Darul Ehsan, Malaysia  
Telephone: +603 8073 2255  
Fax: +603 8073 2223  
Email: [support@redtone.com](mailto:support@redtone.com)