

## **ASNB Personal Data Protection Policy and Privacy Notice**

Your privacy as valuable customers of Amanah Saham Nasional Berhad (Registration No: 197901003200 (47457-V)) (“ASNB”) is of utmost importance to us and maintaining your trust and confidence in our products and services is one of our highest priorities. For this reason, we are committed to ensure that the privacy of your personal data and financial information as well as any other information or data in respect of the same (“Information”) which you have disclosed or presently being maintained by us, shall at all times be protected and safeguarded.

The purpose of this Personal Data Protection Policy and Privacy Notice (“Policy”) is to comply with the regulations set forth under the Personal Data Protection Act 2010 (“the Act”) and other applicable laws and shall at all times be read and taken as the official notice of ASNB in describing how we manage, safeguard, collect, gather and process your Information.

For the purpose of this Policy the term “we” or “us” or “our” shall refer to ASNB and the term “you” or “your” refers to all customers of ASNB (including but not limited to our unit holders, visitors and users of this website).

### **1. Information Collected**

- 1.1 We may collect Information from you from a variety of sources, including but not limited to:
- (i) directly from you or with your authorisation;
  - (ii) when you visit our websites;
  - (iii) when you register on our website and/or other digital online platform(s) including our mobile device application (‘Apps’);
  - (iv) when you engage our services;
  - (v) when you apply for our online services via ASNB’s portal/website;
  - (vi) when you submit any form, including but not limited to, application forms or other forms relating to our services, whether via online or physical form;
  - (vii) when you interact and communicate with us, which includes but not limited to, via telephone calls (which may be recorded), letters, fax, face-to-face meetings, social media platforms, chatbot, live chat and/or emails;
  - (viii) when you subscribe to our products;
  - (ix) when you carry out transactions through our services;
  - (x) when you provide to us including as part of a business relationship or contract;
  - (xi) when you provide us with feedback or complaints;
  - (xii) when we collect data from third party sources and/or public databases; and/or
  - (xiii) from other sources permitted by law.

The above does not purport to be exhaustive and sets out some common instances of when your Information may be collected.

1.2 Information which we collect generally includes any data, which includes but are not limited to:

- (i) your name, home address, email address, phone number (including mobile), date of birth, age, gender, race, religion, National Registration Identification Card (NRIC), signature, occupation, employment, monthly income as well as financial information such as bank name and bank account number;
- (ii) personal information collected from the submission of your resume to us for employment;
- (iii) personal information submitted if you participate in any survey, competition or contest conducted by us;
- (iv) any comments, feedback, complaints or messages submitted by email, phone conversation, fax or post and via our online platforms such as website, social media and Apps, including but not limited to personal data such as name, email, address, phone number and financial information; and/or
- (v) other information may be required from time to time for our business operations.

## 2. Use of the Information

2.1 The Information that we gather and collect from you is used in the following ways:

- (i) To carry out our obligations arising from any agreements, contracts and/or services provided by ASNB which were entered into between you and ASNB and/or our group of companies.
- (ii) To comply with all applicable legislation, laws and regulations.
- (iii) To prepare statistics or carry out research in the ordinary course of our business and to comply with our obligations and any requests received internally or from the regulatory authorities or financial institutions, regarding background and security screening.
- (iv) To prepare and execute legal documents.
- (v) To provide you with any Information that you request from us or which in our view may benefit you.
- (vi) To process payments and comply with our accounting and tax obligations.
- (vii) For administrative purposes.
- (viii) To comply with our obligations regarding Information security controls within ASNB and/or our group of companies to protect the Information from any unauthorised access.
- (ix) To investigate complaints and suspected suspicious transactions with regard to the products and services managed and provided by ASNB.

2.2 However, our use of the Information may also be extended for other purposes such as to comply with all applicable legislation, laws and regulations, to prevent fraudulent transactions, to develop advertising tailored to your interest and to prepare statistics or carrying out research of our products and services managed and provided by ASNB.

- 2.3 Provision of your Information is compulsory. If you do not provide your Information to be used for the purposes mentioned herein, you may be prohibited from subscribing or making full use of our products and services, which shall not render us responsible or liable for.

### 3. Disclosure of the Information

- 3.1 We shall not disclose your Information to any third parties unless we have obtained your consent.
- 3.2 You further consent that we are allowed to share the Information among our group of companies and authorised agents (who have agreed to keep the Information confidential) in carrying out our business but only in circumstances when such sharing conforms to law, any applicable agreements executed by us with our authorised agents and our policies and practices.
- 3.3 From time to time, we may enter into agreements with third party service providers, within and/or outside of Malaysia, to provide Cloud Services and other services to us. In doing so, we need to share your Information with them. Under these agreements, we only provide our service provider with the Information they required to perform their services and we require that they protect the confidentiality of the Information and not to use it for other purposes.

"Cloud Services" means the on-demand availability of computer system resources, especially data storage and computing resources (e.g., computing power, networks, servers, storage, applications, and services) provided by a Cloud Service Provider that can be rapidly provisioned and released with minimal management effort or service provider interaction.

"Cloud Service Provider" refers to a commercial organisation that provides Cloud Services to our employees who uses and access the Cloud Services subscribed by ASNB.

- 3.4 For example, we may rely on a service provider to:
- (i) Print income distribution statement or holding statement or Employees' Provident Fund quarterly statement or detailed transaction statement and post it to you.
  - (ii) Print the interim/annual report of our product and post it to you.
  - (iii) Conduct research and analyse data to improve our services and products offered.
- 3.5 We may also be required to disclose or transfer your Information outside of Malaysia for the purposes and/or to such third parties as stated in this Policy. The transfer of your Information outside of Malaysia may also be required if you are traveling, residing, or based outside of Malaysia.
- 3.6 If you do not want your name and contact particulars to be used by us or our service providers for the purposes of sending of marketing materials or you do not want to be contacted by us for the sale and promotion of any products or services via the posting of any materials, please notify us accordingly via email at [asnbcare@pnb.com.my](mailto:asnbcare@pnb.com.my) or by writing into the address mentioned in Clause 7 below.
- 3.7 Notwithstanding the generality of this Policy, we may disclose your Information to other

third parties where such disclosure:

- (i) is in compliance with any judicial order or legal requirements;
- (ii) is requested or authorised by you; and/or
- (iii) is lawfully permitted or required.

3.8 By proceeding with the use of this website you will be deemed to have consented to the Use of the Information as set out in Clause 2 and the Disclosure of the Information as set out in this Clause 3.

#### 4. Security of the Information

4.1 We are committed to keeping your Information secure. We have appropriate physical, technical and administrative procedures in place to protect your Information from loss, misuse or alteration. While we shall use our best efforts to ensure the privacy of all Information is kept secure, we cannot guarantee that your Information will never be disclosed in a manner inconsistent with this Policy due to unauthorised or illegal acts of third parties.

#### 5. Retention of the Information

5.1 Your Information shall be stored on the server and in the proper storage place maintained/provided by us. The period of retention of your Information varies depending on the types of documents and is maintained in accordance with our internal retention policies and procedures.

#### 6. Accuracy of the Information

6.1 We take steps to keep your Information accurate, complete, not misleading and up to date.

6.2 Please ensure the accuracy and completeness of all Information which you disclose or share. Please update and notify us in writing of any changes to the Information.

6.3 Should you have any other queries or complaints concerning your Information please contact us or email us at the number and address specified under Clause 7 below.

#### 7. Access to the Information

7.1 You have the right to access your Information maintained by us and to request an update or correction of the Information that is inaccurate or misleading.

7.2 If you wish to request access to your Information or if you wish to correct your Information or if you wish to withdraw your consent to us for the processing of your Information as set out in Clause 2, you may send your request in writing to the following address:

Amanah Saham Nasional Berhad  
Customer Service Department, UG  
Balai PNB,  
201-A, Jalan Tun Razak,  
50400 Kuala Lumpur.

ASNB Customer Service Centre: Tel.  
No. : 03 - 77308899  
Email : [asnbcare@pnb.com.my](mailto:asnbcare@pnb.com.my)

8. Website Links and Amendment to this Policy

8.1 If you are redirected to third-party websites from our online platforms, please review the relevant personal data protection policy and privacy notice posted at the particular websites.

8.2 We reserve the right to make changes to this Policy and changes thereto will be posted accordingly. We encourage our customers to frequently visit this website page for any changes to this Policy. Your continued use of ASNB's services and website shall be deemed to be your acceptance of the amendment of this Policy.

9. Language

9.1 In accordance with Section 7(3) of the Act, this Policy is issued in both Malay and English.

9.2 In case of discrepancies between the two (2) versions, the English version shall prevail.