

PRIVACY NOTICE

This Privacy Notice sets out how **Chong, Ng and Yap** will handle personal information in accordance with the Personal Data Protection Act 2010 (“PDPA”) and the laws of Malaysia.

By using any of our services or filling in any forms, commencing a business relationship with us (as a client), lodging a complaint with us or providing feedback to us, you consent to the processing of your Personal Information (as hereinafter defined) by us and all persons involved in the provision of services by us.

1. WHAT THIS PRIVACY NOTICE EXPLAINS

This Privacy Notice explains:-

- What kind of personal information we collect from you;
- How we collect your personal information;
- How we use your personal information;
- When we disclose your personal information;
- Access to your personal information;
- Correcting your personal information; and
- Online dealings with us.

2. OUR COMMITMENT TO YOU

At **Chong, Ng and Yap** we value, respect and are committed to protecting your personal information. This Privacy Notice describes how your personal information is collected and used and is formulated in accordance with the requirements of the Personal Data Protection Act 2010 (“PDPA”).

3. WHAT IS PERSONAL INFORMATION?

“Personal Information” refers to any information you provide voluntarily, which relates directly or indirectly to you which you have provided to us, such as your full name, gender, NRIC No., address, occupation, telephone number, e-mail address, birth-date, personal preference, details of your family members, registration information such as username and passwords, your location, blog links, and mobile data such as network communications. This includes any information that can be used to distinguish, identify or contact you, your spouse or family members. For the purposes of this Privacy Notice, personal information encompasses sensitive personal information, which relates to information relating to your physical health or condition, etc.

4. WHAT KIND OF PERSONAL INFORMATION WE COLLECT

In order for us to operate in an efficient and effective manner and provide you with the best service possible, we may collect Personal Information from you.

We may obtain this information from yourself and from a variety of sources, including but is not limited to:

- your relationship with us, for example information provided by yourself when you register with us;
- your verbal and written communications with us
- third parties connected with you, such as partners, etc., subject to your prior consent; and
- such other sources in respect of which you have given your consent to disclose
- information relating to you and/or where otherwise lawfully permitted.

5. HOW DO WE COLLECT YOUR PERSONAL INFORMATION

We may collect Personal Information from you in one or more of the following methods:-

- use of any of our services
- fill in forms
- commence a business relationship with us (such as a client)
- lodge a complaint with us
- provide feedback to us

Other than Personal Information obtained from you directly (as laid out above), we may also obtain your Personal Information from third parties we deal with (e.g. law enforcement and other government agencies) or are connected with you and from such other sources in respect of which you have given your consent to disclose information relating to you and/or where otherwise lawfully permitted.

6. HOW DO WE USE YOUR PERSONAL INFORMATION

We may collect Personal Information from you or from the category of third parties identified above which is to be utilised for one or more of the following purposes:

- to provide you with our services;
- to send you e-mails or other forms of communication;
- to communicate with you and manage and maintain your relationship with us;
- to produce anonymised and aggregated data, research, reports and statistics;
- to comply with legal and regulatory requirements; or
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

Your Personal Information maybe stored in soft or hardcopies in our offices, or in servers or third party service providers located in Malaysia or outside of Malaysia, Such Personal Information may be processed in or outside of Malaysia.

7. DISCLOSURE OF YOUR PERSONAL INFORMATION

As a part of providing you with our products and/or services and the management and/or operation of the same, we may be required or need to disclose Personal Information about you to the following third parties:

- law enforcement agencies
- government agencies
- banks, financial institutions and insurance providers
- 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 that you have requested
- our business associates and other parties for purposes that are related to the purpose of collecting your Personal Information
- other parties in respect of whom you have given your express or implied consent

subject at all time to any laws (including regulations, guidelines and/or obligations) applicable to **Chong, Ng and Yap** (whether in or outside Malaysia).

8. WHAT IF PERSONAL INFORMATION PROVIDED BY YOU IS INCOMPLETE OR NOT ACCURATE

Where indicated (for example in registration forms), it is obligatory to provide your Personal Information to us to enable us to process your application for our products and/or services. Should you decline to provide such obligatory Personal Information, we may not be able to process your application or provide you with our services or products.

You are responsible to ensure that your Personal Information is accurate and in the event of any change to your Personal Information you are responsible to update us of such changes.

9. YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION

We can assist you to access and correct your Personal Information held by us.

Where you wish to have access to your Personal Information in our possession, or where you are of the opinion that such Personal Information held by us is inaccurate, incomplete, misleading or where relevant, not up-to-date, you may make a request to us in writing via our contact details below.

We will use reasonable efforts to comply with your request to access or correct your Personal Information within 21 days of receiving your request and the relevant processing fee.

Please note that we may have to withhold access to your Personal Information in certain situations, for example when we are unable to confirm your identity or where information requested for is of a confidential commercial nature or in the event we receive repeated requests for the same information. Nevertheless, we will notify you of the reasons for not being able to accede to your request.

10. ONLINE DEALINGS WITH CHONG, NG & YAP's WEBSITE

Cookies

We collect information about your use of our website from cookies. 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 cookie is issued, or not to receive cookies at any time. However, rejection of cookies may affect your use of the website as we will be unable to personalize aspects of your use of the website.

Links To Third Party Websites

Please be informed that this Privacy Notice applies solely to our website and does not apply to any third party websites you may access from our websites. To determine how they deal with your Personal Information, you should ensure that you read their respective privacy policies.

11. UPDATES TO OUR PRIVACY NOTICE

We may amend this Privacy Notice from time to time without prior notice to you. Please check our website on an ongoing basis for information on our most up-to-date practices. By continuing to communicate with us or by continuing to use our services following the modifications, updates or amendments to this Privacy Notice shall signify your acceptance of such modifications, updates or amendments.

12. OUR CONTACT DETAILS

Should you have any queries, concerns or complaints in relation to this Privacy Notice, or wish to correct or rectify your Personal Information or limit the processing of your Personal Information, or seek further information from us, kindly contact us during office hours at the following contact points:

Designation: **Partners**

Phone Number: +603 7496 7769 / +603 7496 7168

Fax No: +603 7496 7700

E-mail: partners@cnylaw.com.my

A current version of this Privacy Notice is available on our website at <https://cnylaw.com.my>

13. ENGLISH VERSION TO PREVAIL

In the event of any conflict between the English and Bahasa Malaysia versions of this Privacy policy, the English version shall prevail.