



Created by
Compliance Department

Compliance Guideline

Privacy & Personal Data Protection

Enagic (Malaysia) Sdn Bhd
(201101042983) (Direct Sales License No.: AJL 931978)



Introduction

Personal Data Protection Act 2010

Enagic (Malaysia) Sdn Bhd has been **registered** pursuant to Section 15(1) Personal Data Protection Act 2010 and it is required and expected for Enagic to abide by the Personal Data Protection Act 2010 and its regulations.



Introduction

Personal Data Protection Act 2010

What is the **purpose of Privacy Policy**?

- It is to make the distributors and users aware of Enagic privacy policies and practices and of the choices you can make about the way your information is collected and used.
- It is designed in order to explain further of some of Enagic policies and principles pertaining to your privacy of data.



Introduction

Personal Data Protection Act 2010

While you are neither bound or obligated to provide us with any of your personal data, your choice not to do so, may result in Enagic not being able to:

- supply you our products and services;
- process your job application; or
- appoint you as our user and distributor.



1. Information Collection

What are the information collected by Enagic?

1. Name;
2. Tax Identification Number (TIN)/Passport No.;
3. Address;
4. Contact details;
5. Account number;
6. Credit card details; and
7. Particular of spouse and children who are at least 18 years old.



1. Information Collection

How does Enagic collect these information?

- directly from you;
- third parties; and/or
- any other sources publicly available and over time through our relationship with you.

In what **form** does Enagic collect these information?

- writing;
- electronically; and/or
- verbally.



2. Use of Information

What is the **purpose** of these data collection?

- to provide better service;
- update you on services and benefits;
- to communicate back; and/or
- to assist in completing any transaction.

Enagic will also **use** the data collected as follows:

- to disclose your personal information as required by law; and/or
- to conduct audit, internal investigations, compliance, risk management, conflict of interest reporting and security processes.



3. Disclosure Principle

Enagic shall **not disclose any of your personal data** to third party without your consent except:

- to our parent company, subsidiaries, related and associated companies for our business internal purposes;
- to our business partners, affiliates, clients and third-party service providers within or outside of Malaysia;
- to our appointed and certified Enagic Service Agent within Malaysia;
- required or requested by you in written or electronic form; and/or
- it is for the purpose for which the personal data was to be disclosed at the time of collection of the personal data.



3. Disclosure Principle

Enagic also has **the right to disclose your personal data**, without your consent:

- in order to comply with any legal, regulatory, or any government agency notification requirements;
- to any financial institution in connection with your loan and/or financing application required or requested for you;
- if it is required under the law or in relation to any order or judgement of a court;
- for the prevention of crime; to include any illegal/unlawful activities or fraud or for the purpose of persecution of offenders or any form of investigation relating to any of these; and/or
- to any third party in order to protect our rights, defend us and our property.



4. Security Principle

Enagic is responsible to take any prudent steps to ensure that we have sufficient security measures in place to protect and safeguard the confidentiality and security of all personal data.

What are the common requests made by distributors?

- commission inquiry and/or statement;
- bubble tree and/or genealogy report;
- distributorship acknowledgement; and
- etc



5. Right to Access

Enagic may decline to process requests for access to your personal data for the following if:

- no information is supplied to prove your identity;
- no information is supplied to locate the personal data;
- require disproportionate technical effort;
- jeopardize the privacy or confidential information of others; and/or
- access in violation of the law.

Access, correction or deletion requests can be made through Privacy Contact Form.



6. Data Integrity Principle

Enagic strives to provide accurate, complete, non-misleading information.

What are the personal data that requires amendment?

- contact number; and/or
- billing address.

What would happen if you refuse to provide your personal data?

- may result in termination of agreement; and/or
- customer's application being rejected.



7. Retention of Personal Data

Enagic will only retain your personal data for as long Enagic is either required by the law or as is relevant for the purposes for which it was collected.



Lists of offences

Can you use personal data of an entity that you are working with, to market, advertise and/or promote the sales Enagic products and/or services?

- **No.** You are in breach of PDPA due to the manipulation of the data.

Can you use an individual information and register him/her as user or distributor without the consent of such individual?

- **No.** You are in breach of PDPA due to fraudulent usage of data and without consent.



Lists of offences

Can you use the information or personal data through Enagic businesses and begin to sell the data to other organization?

- **No.** You are in breach of PDPA due to misuse of data and unauthorized disclosure.

Can you retain personal data provided by Enagic to you as appointed and certified Service Agent in Malaysia?

- **Yes.** However, you are still bound by Enagic Privacy Policy and Terms and Agreements of Service Agent Program.



Lists of offences

Can you retain personal data provided by Enagic to you even though you are no longer a certified Service Agent in Malaysia?

- **No.** You are required to cease to retain the data provided to you as it is no longer necessary for you to serve the purpose.



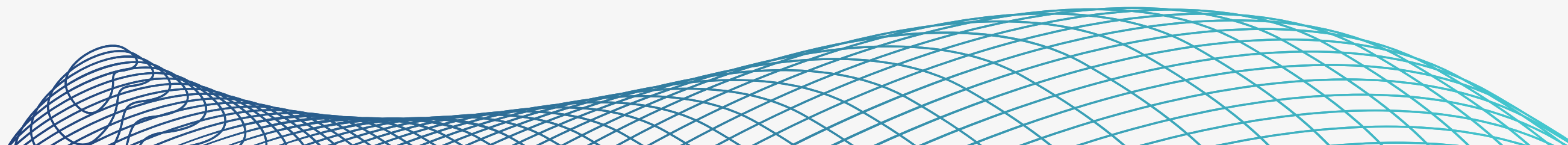
Compliance Department



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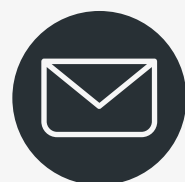
Questions & Answers Sessions!





Contact Us

Should you need further assistance,
please contact us



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