



ETA INDUSTRIES SDN BHD AND ITS SUBSIDIARIES
PERSONAL DATA PROTECTION ACT POLICY (PDPA)

(Published on 22nd June 2020)

ETA INDUSTRIES SDN BHD and its subsidiaries including ETA WORLD SDN BHD, ETA STEEL SDN BHD and ETA HARDWARE SDN BHD hereinafter referred to as (“ETA”, “we”, “our”, “us”) respects your privacy. This Privacy Policy sets out how ETA collects, stores, and handles personal information (as defined below) in accordance with the Personal Data Protection Act 2010 (“PDPA”) and the laws of Malaysia.

This Policy explains:

- 1.0 Personal Data
- 2.0 How We Collect Your Personal Data
- 3.0 Purpose of Personal Data Collected
- 4.0 Disclosure of Personal Data
- 5.0 Access to Your Personal Data
- 6.0 Failure to Provide Your Personal Data
- 7.0 Security of Your Personal Data
- 8.0 How Long We Will Keep Your Personal Data
- 9.0 Withdrawal of Your Consent
- 10.0 Effect and Changes of Policy



Group of Companies

1.0 Personal Data

Personal data refers to any information which relates directly or indirectly to you. The personal data processed by us may include:

- 1.1 Any personal data which known as sensitive data including but not limited only such as full name, age, date of birth, gender, national registration identity card number or passport number
- 1.2 Race, nationality, religion
- 1.3 Job title, company name, company phone number and fax number, billing address, premise address
- 1.4 Contact details including phone number, address and email
- 1.5 Your family and/or spouse details
- 1.6 Resume or CV when you apply job with us
- 1.7 Your company profile and it's other branches or subsidiaries, financial details, credit history, any registration information that related including but not limited to one (1) governmental and regulatory bodies such as Securities Commission, Bank Negara Malaysia, Pejabat Tanah Daerah, etc.
- 1.8 Any forms of evaluation form such as Performance Evaluation Form

2.0 How We Collect Your Personal Data

We may collect personal data either from you, from your authorized representatives, from third parties, or from publicly available sources which may include (but is not limited to):

- 2.1 When you contact us in person, by a phone call or visit our office
- 2.2 When you participate in any of our surveys
- 2.3 When you commence a business relationship with us (for example, as a service provider/business partner)
- 2.4 When you visit or browse our websites
- 2.5 When you lodge a complaint with us
- 2.6 When you provide feedback to us
- 2.7 When you apply job with us

Other than personal information obtained from you directly (as detailed above), we may also obtain your personal information from third parties we deal with. We may also collect information from such other sources where you have given your consent for the disclosure of personal data relating to you, and/or where otherwise lawfully permitted.



Group of Companies

3.0 Purpose of Personal Data Collected

ETA may use your personal data for the following purposes (“Purposes”):

- 3.1 To verify your identity
- 3.2 To detect and prevent fraudulent activity
- 3.3 To provide products and/or services
- 3.4 To provide training for our staffs
- 3.5 To consider applications for employment
- 3.6 To maintain records required for security, claims or other legal purposes
- 3.7 To research, develop and improve our events, marketing activities, products and services
- 3.8 To maintain and develop our business systems and infrastructure, including testing and upgrading of these systems
- 3.9 For any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities

4.0 Disclosure of Personal Data

Your personal data may be disclosed to:

- 4.1 ETA and its subsidiaries
- 4.2 Our directors, authorized employees or representatives, auditors, advisors, consultants, professional firms or entities
- 4.3 Our third-party service providers, subcontractors, licensors, business partners, freight forwarders, banks and financial institutions
- 4.4 Other parties in respect of whom you have given your express or implied consent
- 4.5 Our business associates and other parties for purposes that are related to the purpose of collecting and using your personal data
- 4.6 Relevant regulatory authorities, governmental bodies and law enforcement agencies
- 4.7 Any credit reporting agencies or in the event of default, any debt collection agencies subject to the permitted law applicable to us



Group of Companies

5.0 Access to Your Personal Data

We can assist you to access and correct your personal data held by us. If you wish to have access to your personal information in our possession, or if you are of the opinion that such personal information held by us is inaccurate, incomplete, misleading, not relevant or not up-to-date, you may make a request to us by emailing to eta@etagroup.com.my. You should quote your name, address and phone and provide brief details of the information you want to correct.

6.0 Failure to Provide Your Personal Data

Should you fail to supply to us the personal data as requested by us, we may not be able to process your personal data to carry out the Purpose(s) as set out above.

7.0 Security of Your Personal Data

We endeavour to take all reasonable and practicable steps to protect your personal data and keep your personal data secured.

8.0 How Long We Will Keep Your Personal Data

We will retain your personal data in compliance with this Policy and/or the terms and conditions of your agreement(s) with ETA or its subsidiaries for the duration of your relationship with us, for such period as may be necessary to protect the interests of ETA or its subsidiaries and/or its customers as may be deemed necessary, where otherwise required by the law and/or where required by ETA's or its subsidiaries' s relevant policies.

9.0 Withdrawal of Your Consent

The consent that you provide for the collection, use and disclosure of your personal data will be valid until such time it is being withdrawn by you in writing or email to eta@etagroup.com.my. You may withdraw consent and request us to stop using or disclosing your personal data for any or all the purposes listed above. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclosure without consent is permitted or required under applicable laws.



Group of Companies

10.0 Effect and Changes of Policy

This Policy applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us. We reserve the right to amend, update or change any terms in this Policy from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Policy was last published. Your continued engagement to ETA or use of our services constitutes your acknowledgement and acceptance of such changes.