

## PRIVACY NOTICE PERSONAL DATA PROTECTION ACT 2010

This Notice and Consent is issued to all our current or prospective customers pursuant to the requirements of the Personal Data Protection Act 2010 (“PDPA”) in Malaysia. We ASIAN FINANCE BANK BERHAD (referred hereinafter to as “AFB” or “the Bank”) wish to inform you that we maintain certain personal information about you as part of our records.

We appreciate your support for our services and value our relationship with you. We would like to continue communicating for further information on our products, service, promotions and matters relating to the primary purposes above, which we may consider to be interesting to you time to time.

Please find the following notice in English and Bahasa Malaysia stating the reasons we will collect information, the type of information collected, our disclosure to third parties (if any) and who you may contact for access to your information.

AFB reserves the right to amend this Notice to client at any time and will place notice of such amendments on the AFB’s website [www.asianfinancebank.com](http://www.asianfinancebank.com) or via any other mode the company views suitable, which will be clearly informed to you.

### 1. Purpose of Information Collected

The use of this information is for the following primary purposes:

- a) To assess your application(s) and/or request(s) for products and services;
- b) To verify your financial standing through credit reference and/or reporting checks;
- c) To manage and maintain your fund(s), facility (ies) and/ or policy (ies);
- d) To better manage AFB’s business and your relationship with AFB;
- e) To better understand your current and future investment needs and financial situation;
- f) To provide you with information of AFB’s and other third party’s products, services and offers which may be of interest to you;
- g) For research and analysis including credit / lending / insurance risks / behaviour scoring, market and product analysis and market research;
- h) For prevention, detection or prosecution of any crime, and complying with any legal and regulatory requirements;
- i) To respond to your enquiries and complaints and to address any complaints or disputes;
- j) To protect AFB’s interests and other ancillary or related purposes.

### 2. Type of Information Collected

Personal data that we may collect:

- a) Name, Age, Race, Gender, Nationality, IC Number, Date of Birth;
- b) Contact Details such as house number, Mobile number;
- c) Credit Card details;
- d) Bank Account number;
- e) Any other information supplied by you that can indirectly or directly identify you, in order for us to carry out our contract with you.

### **3. Consequences of not providing Personal Data**

The failure to supply us with the required personal data will potentially:

- a) Result in us being unable to enter into a service contract or agreement with you;
- b) Result in us being unable to communicate notices, value added services and updates to you;  
and
- c) Affect our capacity to accomplish the above stated purposes.

### **4. Disclosure**

Your personal data will be kept confidential but you consent and authorise us to provide or share your personal data to the following class of users:

- a) Persons/Organisations required under law or in response to government requests;
- b) Related, subsidiaries, holdings of AFB, including future entities under AFB;
- c) Government agencies, statutory authorities, enforcement agencies under law;
- d) Auditors, accountants, lawyers under AFB;
- e) Contractors, sub-contractors of AFB;
- f) Third party service /product providers that is deem necessary or appropriate for the purposes stated above (including those located out of Malaysia, under conditions of confidentiality and similar levels of security);
- g) Persons under a duty of confidentiality to the AFB;
- h) Service providers, merchants and strategic partners, vendors including debt collection agencies, professional advisers, industry / financial related associations, credit bureaus or credit reference agencies and fraud prevention agencies, governmental agencies, other financial institutions and any of their respective agents, servants and/or contractors.

Data shared will be for the purpose as stated in this notice, or purposes not stated but directly related to the primary purpose of collection.

We may also share your personal data where required by law or where disclosure is necessary to comply with applicable laws, legal processes or queries from the relevant authorities.

### **5. Data Security**

We shall take necessary steps to store and process your personal data securely. We will undertake the following security steps:

- a) Implementation of a formal information security policy and necessary technology controls such as firewall, password controls, physical security, logging and monitoring etc.;
- b) Process controls such as segregation of duties, defined roles and responsibilities and need to know basis for staff;
- c) Third party providers and contractors storing or processing personal data has implemented or will implement similar acceptable standards of security.

## 6. Retention of Personal Data

Your personal data will be stored for only the period as necessary to fulfil the purposes stated above after which we proceed to ensure that your personal data is destroyed, anonymized or permanently deleted if it is no longer necessary to store. Reasons to further store your information even after the fulfilment of the purposes includes;

- a) to satisfy legal, regulatory or accounting requirements; and
- b) to protect the interest of AFB.

## 7. Direct Marketing

We may use your personal data to provide you with information about our and third party services and/or products, which may be related to your interests, unless requested otherwise by you.

We may, in some circumstances, disclose your personal data to preferred merchants and strategic partners. Such disclosure will only occur where you have subscribed for particular services or products which require such disclosure, and/or where your consent has been obtained, subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to AFB.

We take reasonable steps to ensure that the 3rd parties we are sharing your personal data with also have appropriate privacy and confidentiality obligations.

If you do not wish your personal data to be utilised for the purposes of marketing and promotion, please contact us at the contact details below. Your latest written instructions to us will prevail.

## 8. Rights of Access and Correction

Under PDPA, you reserve the right to access your personal data and request for correction of the personal data that might be inaccurate, obsolete, incomplete or misleading. In respect to this, you may:

- a) Request to check and access your personal data in our records;
- b) Request that we correct any of your inaccurate, obsolete, incomplete or misleading personal data;
- c) Request copies of the data from us;

Once we receive a request, we will acknowledge the receipt of such request. For data amendment and correction, we will consider if the information requires amendment. If there is any disagreement, then we specify the reason in clearly stated terms such as where rights of others will be violated, or regulatory functions will be affected. In accordance with the PDPA, and to the extent not limited by any other applicable law, we may:

- a) charge an administration fee for processing your request for access or correction to the Personal Data, in compliance to the fees stated in PDPA sub-regulation; and
- b) refuse to comply with your request for access or correction to the Personal Information and give you a written reason for such an action.

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

It may be necessary for us to transfer your personal data outside Malaysia if any of our service providers or strategic partners who are involved in providing part of services are located in countries outside Malaysia. You consent to us transferring your personal information outside Malaysia in the instances whereby it is necessary to fulfil the execution of the service/products that you signed up for.

We shall take necessary steps to ensure that any such 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 safeguard your personal information.

## **10. Contact Us**

For further information or clarification regarding personal data access, correction, deletion or any other information in relation to PDPA, you can contact us through AFB's PDPA Officer at [feedback@asianfinancebank.com](mailto:feedback@asianfinancebank.com) or via fax 03-20791100 or addressed to Level 2, Podium Block, Kenanga International, Jalan Sultan Ismail, 50250 Kuala Lumpur.

## **11. Language**

As per Section 7(3) of the PDPA, this notice and consent form is issued in both English and Bahasa Malaysia. In the event of any inconsistency, the terms of the English version shall prevail.