

PERSONAL DATA PROTECTION NOTICE

Introduction

QL Resources Berhad and its subsidiaries (“the Group”) are committed to protecting your personal data. The Group is guided by the seven (7) core principles of Malaysia’s Personal Data Protection Act. This Notice outlines how we manage your data and the steps taken to keep it safe.

Why Do We Collect Your Personal Data

To facilitate effective communication, deliver products and services to cater your needs, process payments for services required, manage subscriptions and promotions as well as ensuring compliance to legal and regulatory requirements.

What Personal Data Do We Collect

This depends on your interaction with us which includes personal identifiable information such as name, age, gender, contact information, identification documents; voluntarily provided family information; photographic images; transaction and payment records; behavioral and technical data including social media activity, interests, purchase behavior, device information; as well as sensitive personal data (where permitted by law) such as racial or ethnic origin, religious beliefs, health-related information, biometric data and criminal records.

When Do We Collect Your Personal Data

In various ways such as forms, phone calls, websites, mobile applications, social media, visit to our premises (via CCTV/Screen based management system/other devices), as well as from third parties such as agents, service providers or business partners associated with us.

How Do We Use Your Personal Data

For legitimate business purposes including but not limited to supporting employment-related processes; delivering customer service; administering contests marketing and promotions campaigns; personalizing your experience across our platforms; fulfilling orders; and facilitating business operations.

To Whom Do We Disclose Your Personal Data

To our Group of companies (within or outside Malaysia), Federal/State bodies, Government and Regulatory bodies, companies acting as our service providers, professional firms, credit reporting agencies permitted under the law, parties you have consented to disclose expressly or impliedly or any other party deemed fit by the Group.

How We Safeguard Your Personal Data

By implementing strong security measures including encrypting data during transmission, restricting access to authorized personnel only and continuous monitoring of our systems. Data is deleted when it's no longer required.

Your Rights to Your Personal Data

To access and correct your personal data, withdraw your consent for its processing (which may affect our ability to provide services), and request the transmission of your data to another party where technically feasible.

Retention of Your Personal Data

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected or as required by law. Once it is no longer needed, we will securely delete or anonymize your data to prevent identification.

Contact Us

For any questions or inquiries about your personal data, please contact us at +603-78012288 or email to privacy@ql.com.my