

PERSONAL DATA PROTECTION ACT 2010 NOTICE (PERSONAL DATA NOTICE)

The Personal Data Protection Act (PDPA) establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data. The PDPA came into force on 15th November 2013.

- Complies with data protection law and follow good practice
- Has defined roles and responsibility in implementation the policy
- Protects the rights of individuals by having appropriate consent when obtaining personal data
- Personal data and information are adequately secured and protected

Hospital Seri Botani (HSB) is committed to protect your personal data, we will follow this policy and comply with all data protection and confidentiality obligations imposed by Law. This Personal Data Protection Notice is formulated in accordance with the Personal Data Protection Act 2010 ("Act"). For the purpose of this Personal Data Protection Notice, "Personal Data" shall have the meaning as ascribed to it in the Act. For the purposes of this Personal Data Protection Notice, "we", "our" or "us" shall refer to any of the companies within the Group and "you" shall refer to yourself and such other persons or companies represented by you of which you are providing the Personal Data.

What Personal Data We Collect

Personal data is data that can be used to identify a specific individual. Examples of personal data include name, nationality, date of birth, gender, contact details (address, email address, telephone numbers), NRIC, passport number, personal credit card/bank details, CCTV images, voice recording and in photographs, medical condition, medical history, allergy information and any other medical and health records.

Our Purposes of Collection, Use and Disclosure of Personal Data

Collected personal data helps us to understand your needs, maintain our relationship with you, process transactions, fulfil our obligations for any services, activities or products you undertake with us, and improve our service delivery. In particular, we collect your Personal Data for the following purposes, including without limitation:

- For medial and healthcare services
- Contacting you in case of any change of appointment dates;
- Managing medical records and medical reports;
- Reporting personal data to the relevant bodies and/or third parties under the laws applicable to healthcare industry;
- To assist in billing, received payment from services that we or others provided to you;
- To facilitate claims for reimbursement and subsidies purposes;
- To inform of any upcoming social activities events organised by Hospital Seri Botani;
- Facilitating human resource management activities relating to employees;
- For education and training;
- Pinji Hospital Sdn Bhd and its related companies (as defined under Companies Act 1965);
- Professional accreditation bodies;
- Debt collection authorities and agencies;
- Vendor/Contractor;
- Related government statutory bodies, their agencies and other related organisations such as Ministry of Health, Ministry of Human Resources, Ministry of Home Affairs, Malaysian Anti-

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Corruption Commission, Inland Revenue Department, Malaysian Department of Insolvency, Royal Malaysian Police, Malaysian Medical Council, Malaysian Dental Council and Malaysian Medical Association;

- Companies providing services relating to insurance to Hospital Seri Botani;
- Banks, financial institution, credit card or debit card issuers and their respective service provider;
- Appointed professional advisors such as our auditors and lawyers;
- Marketing and advertisement purposes and surveys;
- To such parties as may be permitted under the laws of Malaysia;
- Any other person which Hospital Seri Botani may deem necessary;
- Family and next of kin;
- Parents or guardians of minor;
- Laboratories and diagnostic service providers;

Source of Personal Data

- Directly from you when you or your representative fill in the registration forms at our facilities, or contact us via emails, letters or telephone calls, or when taking part in customer surveys and promotions and during marketing activities;
- From any third parties connected with you such as your employer / potential employer, agents, insurance companies, other healthcare facilities/providers;
- From such other sources to whom you have given your consent to disclose information relating to you;
- From CCTV recordings;
- From audio/video recordings;
- From doctors' letters;
- From medical reports/records;
- From all other information that you may provide us from time to time;

Protection of Personal Data

Your Personal Data will be kept and processed in a secured manner. We are committed to take appropriate administrative and security safeguards and procedures to prevent unlawful processing of, and the accidental loss, destruction or damage to your Personal Data. Access to your Personal Data is limited to and provided only to relevant users for the purpose of performing their duties.

Accuracy of your Personal Data

You are responsible for ensuring that the information you provide us is accurate, complete, not misleading and kept up to date.

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Access to, Correction and Withdrawal of Personal Data

If you wish to make an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email.

Subject to applicable legal restrictions, contractual conditions and reasonable time period given to us, you may withdraw or amend, in full or in part, your consent given previously for use of your Personal Data. Depending on your request, there may be circumstances where we refuse to comply with a data access request or a data correction request and shall, by notice in writing, inform you of our refusal and the reasons of our refusal.

Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.

Consequences of Refusal / Failure to Provide Personal Data

The refusal or failure to provide Personal Data may result in the following for which we shall not be held liable for any of the consequences arising from:

- the inability of parties to formalize any contract and/or agreement, to facilitate provision of our services or to hire human resources;
- the inability for us to provide you with services and/or products requested;
- the inability for us to update you on our latest services and/or products and/or appointment dates;

Conflict

We provide this Personal Data Notice in both English and Bahasa Malaysia. In case of any inconsistencies between these two, the English version shall prevail.

PDPA Feedback

Should you have any feedback or inquiries about this Data Protection Notice or any complaint regarding managing your personal data, kindly contact us.

Attention: Hospital Seri Botani Data Protection Officer

Address:

Hospital Seri Botani

No.3, Dataran Botani 2,

Bandar Seri Botani,

31350 Ipoh, Perak.

Malaysia

Telephone Number: 05-2262777

Email Address: admin@hospitalseribotani.com.my

Changes to this Data Protection Notice

Please be notified that this data protection notice may change from time to time. Kindly visit our website periodically for the latest update.

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Consent (Please mark with a cross (X) where relevant)

- By providing to you my personal data, I hereby consent to the processing of my personal data in accordance with all of the foregoing.
- By providing to you my personal data, I hereby consent to the processing of my personal data in accordance with all of the foregoing EXCEPT the following:

I, _____ the patient, NRIC/Passport No: _____ OR;

I, _____ NRIC/Passport No: _____

- the Patient's Next of Kin (Relationship with the Patient: _____)

I understand and agree to the above mentioned Consent Form of the Hospital.

Signature/Thumbprint

Date