

PERSONAL DATA PROTECTION AND PRIVACY POLICY

This Personal Data Protection and Privacy Policy (“Policy”) is applicable to all customers of WWW.AIRPORT.DOCTOR2U.MY.

This Policy sets out how Malaysia Airports Holdings Berhad (“MAHB”) and the BP Healthcare Group (collectively “We” or “us”) through the WWW.AIRPORT.DOCTOR2U.MY website and its usage collects, stores and handles personal information (as defined below) of individuals in accordance with the Personal Data Protection Act 2010 (“PDPA”) and all applicable laws.

Please note “BP Healthcare Group” means BP Healthcare Group including but not limited to Ali Health Sdn Bhd, B.P. Clinical Lab. Sdn. Bhd and BP Diagnostic Centre Sdn Bhd, as well as their respective affiliates, subsidiaries, associated entities and any of their branches and offices (together or individually) and “BP” and “member of the BP Healthcare Group” has the same meaning.

Please take a moment to read this Privacy Notice so that you know and understand the purposes for which we collect, use and disclose your Personal Data.

By interacting with us, submitting information to us, or signing up for any products and services offered by us, you agree and consent to us, as well as our representatives and/or agents collecting, using, disclosing and sharing amongst themselves your Personal Data, and disclosing such Personal Data to our authorised service providers and relevant third parties in the manners set forth in this Privacy Notice.

This Privacy Notice supplements but does not supersede nor replace any other consents you may have previously provided to us in respect of your Personal Data, and your consents herein are additional to any rights which we may have at law to collect, use or disclose your Personal Data.

Please note that we may amend this Privacy Notice at any time without prior notice and will notify you of any such amendment via our website or by email.

By providing your Personal Information to us, you are consenting to this Policy and the collection, use, access, transfer, storage and processing of your Personal Information as described in this Policy.

1. Personal Data we collect

1.1 The types of Personal Data that we collect directly from you or from third parties may include (but not limited to) your personal details (such as name, age, gender, identity card number, passport number, date of birth, education, race, ethnic origin, nationality, citizenship), contact details (such as address, email, phone numbers), family information (such as marital status, name of spouse or child or immediate family), occupation details (such as employer name, income range, job title, job responsibilities, employer’s contact information and address) medical and personal health information (such as medical and healthcare history, blood type, finger prints, or hereditary characteristics, health and mental condition, diagnosis, medication and drugs prescribed), demographic information (such as age group, medical history, genetic characteristics), credit/debit card number and expiry date, billing address, loyalty program membership details, photographs, CCTV recordings and other images, preferences and interests and other information relevant to patient and/or customer surveys, education and/or offers and/or other information (in respect of other BP facilities and/or services used by you).

1.2 In addition, we may from time-to-time request for certain other personal information that may be relevant for us to consider your request for any other products or facilities of BP.

1.3 All information requested is obligatory to be provided by you unless stated otherwise. We would be unable to process your request and/or provide you with relevant facilities and/or services and/or transactions should you fail to provide the obligatory information.

2. How do we collect your Personal Data?

2.1 Any Personal Data is obtained by us via-

(i) booking forms, registration forms, online forms, agreements you have signed, name cards or any identity materials that you have distributed voluntarily;

(ii) any online sites operated by us;

(iii) interaction between your browser and our browser when you visit our website;

(iv) voluntary provision of data to third party service provider(s) engaged by us;

(v) a person acting on behalf of the individual whose data are provided;

(vi) interaction with us through social media;

(vii) any other contractual agreement or arrangement;

(viii) business directory(ies) or listing(s) that you have subscribed to share your information;

(ix) when you make or send job application; and

(x) other sources and related links in connection with providing your needs and services.

3. How do we use your Personal Data?

3.1 Purposes for which data may be used and/or processed are as follows:

(i) to process requested facilities and/or medical services;

(ii) to facilitate participation in any contests or events;

(iii) to administer and communicate in relation to our services and/or events;

(iv) to administer and communicate with you in relation to your medical practice;

(v) to process your credit account application;

(vi) to assess your credit worthiness;

(vii) for all ancillary purposes relating to the provision of facilities including the provision of computer, telecommunications and technology services;

(viii) to administer and give effect to your commercial transaction (product(s) delivery, contract for service, consignment agreement);

(ix) to process any payments relevant to you;

(x) for insurance purposes;

(xi) customer loyalty programmes;

(xii) to operate our premises in a manner which is physically safe, secure and befitting of health and safety requirements;

(xiii) for internal investigations, audit or security purposes;

(xiv) to conduct internal statistical analysis;

(xv) to conduct analysis of patient case studies;

(xvi) to comply with our legal and regulatory obligations in the conduct of our business;

(xvii) to contact you regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we feel may be of interest to you;

(xviii) research, benchmarking and statistical analysis;

(xix) to ensure that the content from our website is presented in the most effective manner for you and for your computer and/or device;

(xx) for our internal records management;

(xxi) prevention, hindrance, reporting of any crime including but not limited to fraud, bribery and money laundering; and

(xxii) purposes relating thereto.

4. Disclosure of your Personal Data

4.1 Data held by us relating to an individual will be kept confidential but we may provide or disclose such information to the following parties (whether within or outside Malaysia):-

(i) other companies within the BP Healthcare Group of companies;

(ii) relevant third parties (in or outside of Malaysia) as required under law, pursuant to the relevant contractual relationship or for the purposes stated in paragraph 3 above;

(iii) our agents, servants and/or such persons;

(iv) independent consultants and specialists within BP;

(v) professional advisers such as external auditors, legal advisers and/or financial advisers or any other third party required by law, regulation or by-law, subpoena, court order or other legal process;

(vi) governmental agencies, governmental authorities and other regulatory bodies;

(vii) third party payers including employers, insurance companies and clinical sponsors;

(viii) third party reward, loyalty, co-branding and privileges programme providers;

(ix) respective foreign embassies of foreign patients who received treatment in BP; and

(x) selected third parties such as business partners.

4.2 Where we deal with third parties, specific security and confidentiality safeguards will be put in place to ensure your personal data protection rights remain unaffected.

5. Your Obligations

You are responsible for providing accurate and complete information to us about yourself (i.e. Personal Information) and updating this Personal Information as and when it becomes inaccurate, outdated or incomplete by contacting our support contact as stated below.

6. Cookies

Subject to the compliance of certain terms and conditions, we will grant you access to your Personal Information if it is either:-

We collect information about your visit to our websites from cookies. Cookies are packets of information stored in your computer which assist your website navigation by customizing site information tailored to your needs. Cookies in themselves do not identify the individual user, just the computer used. You are not obliged to accept cookies. If you are concerned, you can set your computer either to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time. However, rejection of cookies may affect your use of our websites as we will be unable to personalize aspects of your use of the website.

When you visit our website(s), we will record your visit only and will not collect any personally identifiable information (i.e. information that is about you and identifies you) from you unless otherwise stated. Cookies used (if any) in any part of our web site will not be deployed for collecting personally identifiable information. For your information, Cookies are small computer files that can be stored in web surfers' computers for the purposes of obtaining configuration information and analyzing web surfers' viewing habits. They can save you from registering again when re-visiting a web site and are commonly used to track your preferences in relation to the subject matter of the web site. You may refuse to accept Cookies (by modifying the relevant Internet options or browsing preferences of your

computer system), but to do so you may not be able to utilize or activate certain available functions in our web sites.

7. Updates to this Policy

We reserve the right to amend this Policy from time to time and the updated version shall apply and overrides any and all previous versions, including but not limited to, leaflets or hard copy versions. Please check our website regularly for additional information on our most up-to-date policies and practices that may be applicable to you.

8. Our Contact Details

Should you have any queries, concerns or complaints in relation to this Policy, kindly contact us at the Customer Support at the following contact point:

Office Email: mahb@doctor2u.my