

PRIVACY NOTICE FOR CUSTOMERS

This Privacy Notice (“**Notice**”) sets out the basis upon which **Tips Industry (M) Sdn. Bhd.** (collectively referred to as “**we**”, “**us**” or “**our**”) may collect, use, disclose or otherwise process personal data of the customers in accordance with the Personal Data Protection Act 2010 (“**PDPA**”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organizations which we have engaged to collect, use, disclose or process personal data for our purposes.

APPLICATION OF THIS NOTICE

1. This Notice applies to all individual customers who make purchase(s) from us.
2. “Customers” in this Notice refer to any individual who makes any purchase from us and/or participates in our roadshows / lucky draw / events.

PERSONAL DATA

3. Personal data which we may collect from you when you make any purchase from us or participate in our roadshows / lucky draws / events:
 - (a) Your name or alias;
 - (b) Your contact number;
 - (c) Your email address;
 - (d) Your signature;
 - (e) Your photographs, videos, audios and other means of electronic recordings are no longer in use; and/or
 - (f) Your vehicle registration number.
4. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

5. By providing your personal data to us and/or our representatives when you make purchase from us, you have consented to our collection, use and disclosure of your personal data pursuant to this Notice.
6. We generally collect personal data that (a) you knowingly and voluntarily provide prior to your purchase from us and/or your participation in our roadshows / lucky draws / events, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which is not stated in this Notice (except where permitted or authorized by law).
7. Your personal data will be collected and used by us for the following purposes and we may disclose your personal data to third parties where necessary for the following purposes:
 - (a) To verify your identity;
 - (b) To perform and fulfil your purchase order;
 - (c) To contact you for the delivery of your order (when it is necessary);
 - (d) To respond to your enquiries or complaints (if any) of our products or your purchase order;
 - (e) To contact you of the result of lucky draw;
 - (f) To deliver gifts to you;

- (g) To promote us via business profiles, websites, social media, advertisements and any other means that are used to promote our companies;
- (h) To comply with legal and regulatory requirements; and/or
- (i) For statistical analysis to improve our service.

WITHDRAWING YOUR CONSENT

8. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop collecting, using and/or disclosing your personal data by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.
9. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within twenty-one (21) days of receiving it.

ACCESS TO AND CORRECTION OF PERSONAL DATA

10. If you wish to make (a) 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 (b) a correction request to correct or update any of your personal data which we hold, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.
11. 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.
12. We will respond to your request as soon as reasonably possible. In general, our response will be within twenty-one (21) days. Should we not be able to respond to your access request within twenty-one (21) days after receiving your access request, we will inform you in writing within twenty-one (21) days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).
13. Please note that depending on the request that is being made, we will only need to provide you with access to the personal data contained in the documents requested, and not to the entire documents themselves. In those cases, it may be appropriate for us to simply provide you with confirmation of the personal data that our organization has on record, if the record of your personal data forms a negligible part of the document.

PROTECTION OF PERSONAL DATA

14. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as minimised collection of personal data, authentication and access controls (such as good password practices, need-to-basis for data disclosure, etc.), encryption of data, up-to-date antivirus protection, regular patching of operating system and other software, securely erase storage media in devices before disposal, web security measures against risks, and security review and testing performed regularly.

15. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

ACCURACY OF PERSONAL DATA

16. We generally rely on personal data provided by you (or your authorized representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

RETENTION OF PERSONAL DATA

17. We may retain your personal data as follows:

- (a) For customers participate in our roadshows / lucky draw / events, your personal data will be retained for a period of one (1) month after the expiry of our roadshows / lucky draw / events or upon your reasonable request to dispose of your personal data. If you win in our roadshows / lucky draw / events, your personal data will be retained for a period of time required by law;
- (b) For customers other than Clause 17(a) above, your personal data will be retained until you delete your account. Your personal data will be deleted automatically upon the deletion of account by the account user, save for the invoices and delivery orders which will be retained for a period of time required by law.

TRANSFERS OF PERSONAL DATA OUTSIDE OF MALAYSIA

18. We generally do not transfer your personal data to countries outside of Malaysia. However, if we do so, we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

DATA PROTECTION OFFICER

19. You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures; or if you wish to make any request, in the following manner:

Contact Number: +607-656 3758
Email Address : DPO_Tips@psccorporation.com

EFFECT OF NOTICE AND CHANGES TO NOTICE

20. This Notice applies in conjunction with any other policies, notices, contractual clauses and consent clauses (if any) that apply in relation to the collection, use and disclosure of your personal data by us.
21. We may revise this Notice from time to time without any prior notice. The revised Notice will be published on our company's website and you should take initiative to view the "Privacy Notice" on our company's website from time to time.

Effective Date: 1st January 2026