

# Privacy Policy

Your privacy is important to us. This Privacy Policy explains our policy on collecting, using and disclosing your Personal Information. The processing of your Personal Information is also subject to applicable laws. The Personal Information which you provide to us now or from time to time or have provided to us previously will be used and processed, and continued to be used and processed by us, in accordance with this Privacy Policy (as amended, varied or revised from time to time). We will take reasonable care and precaution to prevent the loss or misuse of your Personal Information. We may amend, vary or revise this Privacy Policy from time to time. If we revise the Privacy Policy, we will post the changes on our website or send a copy of the revised Privacy Policy to you by post or email, in accordance to your preferred manner of receiving notices from us. In this Privacy Policy,

**“Hot-Assist Program”** means the virtual personal assistance program operated by us.

**“Merchants”** means the participating merchants of Hot-Assist Program;

**“Personal Information”** means any information in our possession or control that relates directly or indirectly to you (or any other individual) to the extent that you (or such other individual) are identified or identifiable from that information or from other information in our possession.

**“We”, “us” or “our”** means MMG Assistance Services Sdn Bhd (Company No. 1194586-M);

## 1. Personal Information

### 1.1. What we collect from you

Personal Information we collect about you, include but is not limited, to the following: –

1.1.1. personal details such as name, identity card number, age, gender, nationality, date of birth, address, telephone number, email address and other details you provide when you apply to be a member for Hot-Assist Program

1.1.2. information in connection with products and services you have purchased from Merchants or have registered your interest with us for purchase, information, updates, inquiries, etc

1.1.3. other information that are, have been or may be collected by us or Merchants, or which you provide to us or Merchants from time to time, in connection with any service, transaction, contest, survey, promotion, questionnaire or communication with us relating to Hot-Assist Program or otherwise

1.1.4. personal interests or preferences such as language, product or content interests, communicating and marketing preferences

1.1.5. username, password and other identifiers when you register at our website

Certain information requested by us are mandatory which you must provide and agree to the processing of such mandatory information by us, failing which, we will not be able to approve or continue your membership with Hot-Assist Program or provide you information, updates, products or services you requested or relating to the Hot-Assist Program.

## 1.2. How your Personal Information is collected

1.2.1. when you apply to be a member of Hot-Assist Program or register your interest with us to obtain information and updates on any products and services

1.2.2. when you visit our website or social networking sites

1.2.3. when you enter contests or respond to surveys, promotions or questionnaires

1.2.4. from our Merchants

1.2.5. when you make any transaction at any of Merchants' outlet or at Hot-Assist website

1.2.6. pursuant to any transaction or inquiry or communication made with or to us

## 1.3. Purpose of collecting and processing your Personal Information

1.3.1. to communicate with you

- 1.3.2. to process your application, inquiry or request
- 1.3.3. to provide the products and services relating to the Hot-Assist Program or such other goods and services you requested
- 1.3.4. for administration of Hot-Assist Program
- 1.3.5. to respond to your queries
- 1.3.6. to conduct surveys, research and statistical analysis
- 1.3.7. to help us monitor and improve our services
- 1.3.8. to comply with applicable laws, proceedings or inquiries from regulatory authorities, and enforcement agencies
- 1.3.9. any other purposes permitted by applicable laws
- 1.3.10. to market and promote other products and services that are or may be offered by us, our partners, Merchants or sponsors from time to time
- 1.3.11. for direct marketing purposes
- 1.3.12. to provide you with information and updates on Hot-Assist Program or products and services requested

#### 1.4. Sensitive Personal Data

1.4.1. We do not collect Sensitive Personal Data from you unless required by applicable laws. If you do not want your Sensitive Personal Data collected by us, please do not submit it.

1.4.2. "Sensitive Personal Data" means any personal data consisting of information as to physical or mental health or condition, political opinions, religious beliefs or other beliefs of a similar nature, the commission or alleged commission of an offence or any personal data prescribed under law as sensitive personal data.

1.4.3. If you do choose to submit your Sensitive Personal Data to us, such data shall then be deemed to be and will be treated by us as Personal Information which will be subject to the terms and scope of this Privacy Policy including as to processing, usage and disclosure thereof.

## **2. Disclosure**

To facilitate the purposes above and the provision of products and services to you, we may process, use and disclose your Personal Information to the following classes of third parties: –

- 2.1. regulatory authorities and enforcement agencies
- 2.2. any court of law or any relevant party in connection with any claim or legal proceedings
- 2.3. our contractors, service providers, consultants, auditors and advisors on a need to know basis
- 2.4. our Merchants, partners and sponsors
- 2.5. any actual or potential assignee, transferee or acquirer of our company or business

## **3. Transfer of Personal Information outside Malaysia**

Your Personal Information may be transferred to a country outside Malaysia. You hereby consent to us transferring your Personal Information outside of Malaysia, including to the class of third parties set out above.

## **4. Access or Update your Personal Information**

4.1. You are responsible for providing accurate and complete information about yourself and any other person whose personal information you provide us (for e.g., your spouse, children, relatives or third parties), and as such, as and when such information becomes incorrect or outdated you should correct or update such information by contacting us or submitting fresh information.

4.2. You may, by writing to us at the address set out in Section 6 below:

4.2.1. request for a copy of the Personal Information we hold about you

4.2.2. request to rectify or update your Personal Information

Please provide proof of your identity, address and sufficient information to enable us to identify you when submitting your request to us.

4.3. On receipt of your written request, we may:

4.3.1. comply or refuse your request to access or rectify your Personal Information. If we refuse, we will notify you the reasons for such refusal

4.3.2. charge a fee for processing your request for access or rectification.

## **5. Limit the process of your Personal Information**

By giving or making available your Personal Information or using our website, you expressly agree and consent to the use and process of your Personal Information in accordance to this Privacy Policy, including but not limited to, consenting to receiving communications, offers, promotions and marketing materials from us from time to time. If you:

5.1. wish to opt out from receiving offers, promotions and marketing materials and information on other products and services from us our partners, Merchants, or sponsors

5.2. or would like us to cease processing your Personal Information for a specified purpose or in a specified manner

Please notify us in writing to the address set out in **Section 6** below. In the absence of such written notification from you, we will deem it that you consent to the processing, usage and dissemination of your Personal Information in the manner, to the extent and within the scope of this Privacy Policy. If you do not consent to the processing of your Personal Information as above, we may not be able to approve or continue your membership with Hot-Assist Program or provide you information, updates, products or services you requested or relating to the Hot-Assist Program.

## **6. How to Contact Us**

Write in to us at:

**MMG Assistance Services Sdn Bhd,**

6.12 One Tech Park, No 7, Tanjung Bandar Utama,

Bandar Utama, 47800 Petaling Jaya,

Malaysia

Email: enquiry@hot-assist.com

Telephone: 03-7728 8468

**NOTE: In the event of discrepancies or inconsistencies between the English language version and Bahasa Malaysia version of this Privacy Policy, the English language version shall prevail.**