

CELCOMDIGI CUSTOMER-FRIENDLY PRIVACY NOTICE

This infographic explains how we manage your personal data when you subscribe to any of our products and services, visit our retail stores, or browse our websites.

CelcomDigi is a mobile network operator, and we are committed to protect your personal data and respect your privacy.



HOW DO WE MANAGE YOUR PERSONAL DATA?

SCENARIO 01



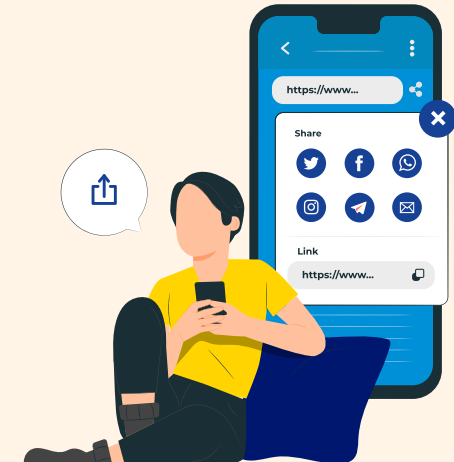
01

When you use our products or services...



02

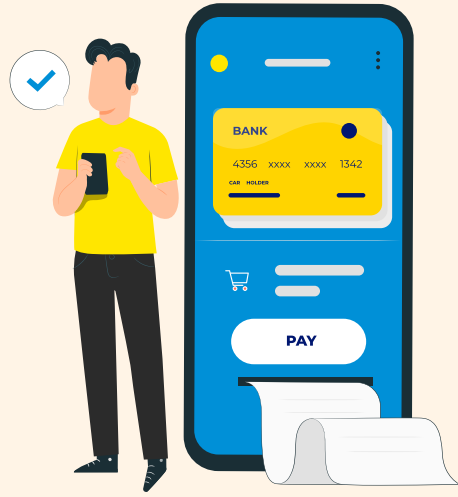
We collect your name, company name, identification number, date of birth, race, address, email address, and alternative contact details...



03

To manage your subscription, provide great user experience, and send relevant communications. If you agree, we may also send you the latest offers and promotions.

SCENARIO 02



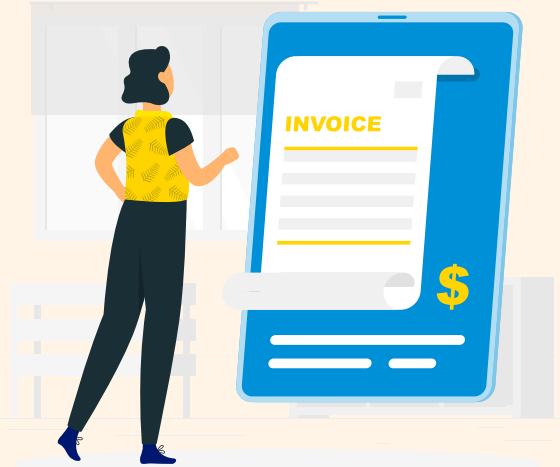
01

When you make transactions on any of our channels...



02

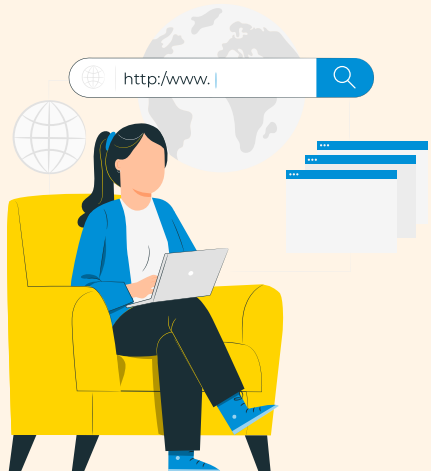
We collect your phone number, address, debit or credit card number, and billing information...



03

To enable payment, issue bills, and notify about your transactions.

SCENARIO 03



01

When you browse our website or visit our retail stores...



02

We collect your online browsing activities, IP address, device identifiers, and CCTV recording...



03

To monitor the quality of our services and maintain security.

WHO DO WE SHARE YOUR PERSONAL DATA WITH?



We share your personal data with our business partners to facilitate our services. When we do this, we ensure they practice good privacy standards.



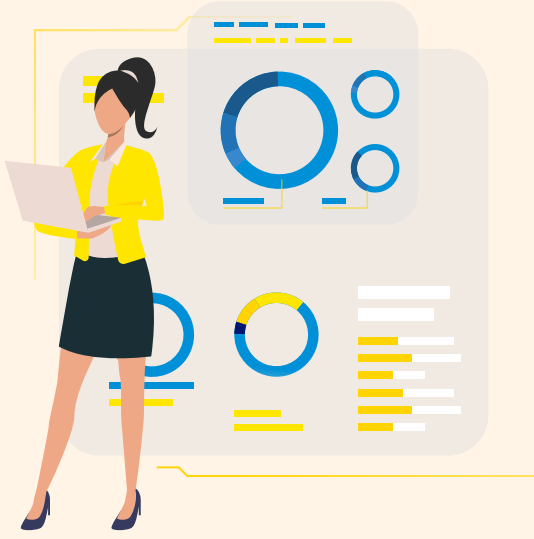
Sometimes, the authorities may also request for your personal data. When we do this, we ensure it is lawful and proportionate.

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HOW DO WE PROTECT YOUR PERSONAL DATA?



Our systems are regularly checked and monitored.



Our employees are trained to safeguard your personal data.



Your personal data is stored as long as we need it, or as long as the law says we can keep it.

WHAT ARE YOUR RIGHTS?

You have the right to ...



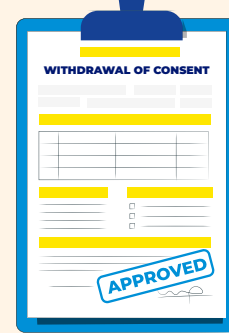
Access your personal data,



Correct your personal data,



Stop us from processing your personal data,



Withdraw your consent,



Opt-out from receiving direct marketing materials.

To exercise these rights,



You can contact our customer service at **019 686 1111** or **016 221 1800**, or walk into any of our retail stores.

WHAT DO I DO IF MY PERSONAL DATA IS COMPROMISED?



If you suspect that CelcomDigi is misusing your personal data, contact us at **019 686 1111** or **016 221 1800**.

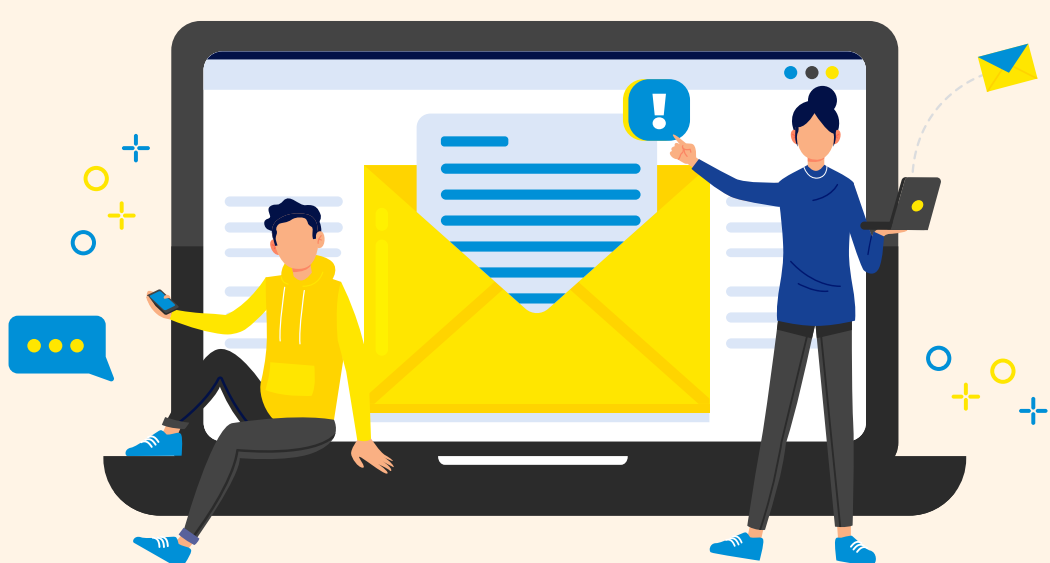


If you suspect that your personal data has been stolen or compromised, report to the [Personal Data Protection Commission](#).



If you are a victim of a data breach, report at your nearest police station, change your password on all online accounts, and contact your bank, if needed.

HOW CAN I FIND OUT MORE?



Read our full privacy notices: [Celcom](#), [Digi](#) If you have any questions about our privacy practices, write to us at privacy@celcomdigi.com



NOTIS PRIVASI MESRA PELANGGAN CELCOMDIGI



Infografik ini menerangkan cara kami mengurus data peribadi anda apabila anda melanggan mana-mana produk dan perkhidmatan kami, mengunjungi kedai kami atau melayar laman web kami.

CelcomDigi adalah pengendali rangkaian mudah alih, dan kami komited untuk melindungi data peribadi anda dan menghormati privasi anda.



BAGAIMANA KAMI MENGURUS DATA PERIBADI ANDA?

SITUASI 01



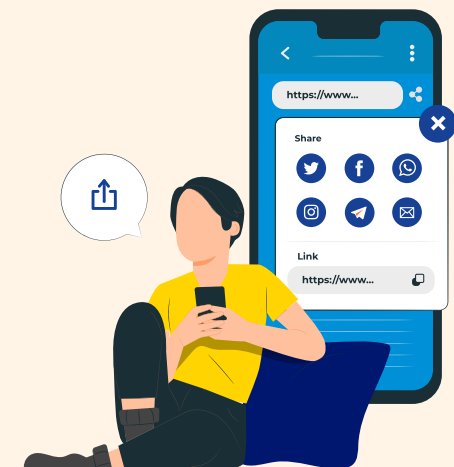
01

Apabila anda menggunakan produk atau perkhidmatan kami...



02

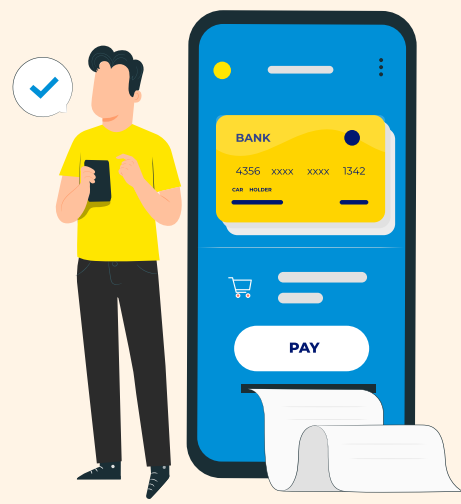
Kami mengumpul nama, nama syarikat, nombor pengenalan, tarikh lahir, bangsa, alamat, alamat e-mel dan butiran perhubungan alternatif anda...



03

Untuk mengurus langganan anda, memberi pengalaman pengguna terbaik dan menghantar maklumat yang berkaitan. Jika anda bersetuju, kami boleh menghantar tawaran dan promosi terkini.

SITUASI 02



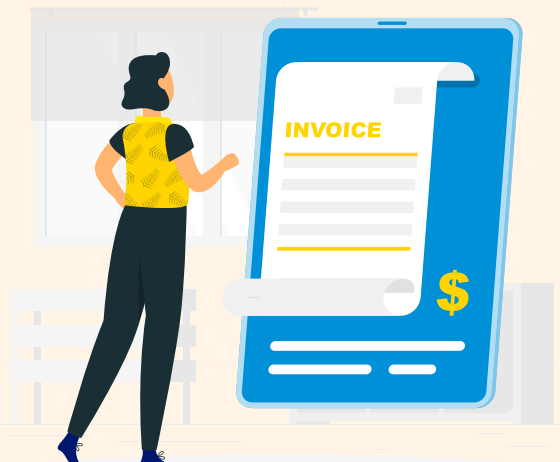
01

Apabila anda membuat transaksi di mana-mana saluran kami...



02

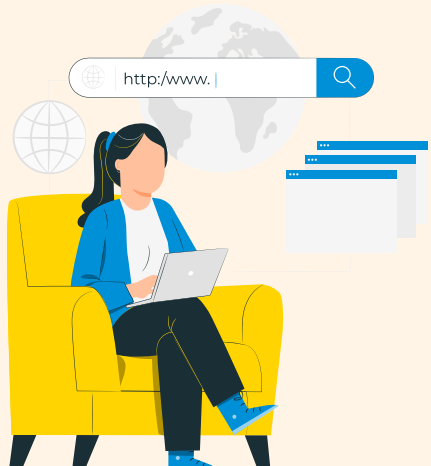
Kami mengumpul nombor telefon, alamat, nombor kad debit atau kredit dan maklumat pengebilan anda...



03

Untuk membolehkan pembayaran, mengeluarkan bil dan notifikasi transaksi.

SITUASI 03



01

Apabila anda melayari laman web kami atau mengunjungi kedai kami...



02

Kami mengumpul aktiviti pelayaran dalam talian anda, alamat IP, penganalisis peranti dan rakaman CCTV...



03

Untuk memantau kualiti perkhidmatan dan mengekalkan keselamatan.

DENGAN SIAPA KAMI KONGSIKAN DATA PERIBADI ANDA?



Kami berkongsi data peribadi anda bersama rakan kongsi perniagaan kami untuk memudahkan perkhidmatan kami. Apabila ini berlaku, kami memastikan mereka mengamalkan piawaian privasi yang baik.



Kadangkala, pihak berkuasa akan meminta data peribadi anda. Apabila ini berlaku, kami memastikan ianya sah dan hanya data yang diperlukan.

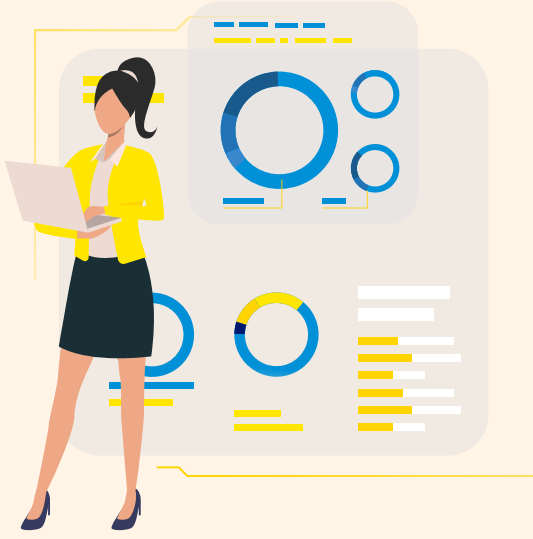
NOTIS PRIVASI MESRA PELANGGAN CELCOMDIGI



Infografik ini menerangkan cara kami mengurus data peribadi anda apabila anda melanggan mana-mana produk dan perkhidmatan kami, mengunjungi kedai kami atau melayar laman web kami.



BAGAIMANA KAMI MELINDUNGI DATA PERIBADI ANDA?



Sistem kami sentiasa diperiksa dan dipantau.



Kakitangan kami dilatih untuk melindungi data peribadi anda.



Data peribadi anda disimpan selagi kami memerlukannya, atau selagi undang-undang menyatakan kami boleh menyimpannya.

APA HAK ANDA?

Anda berhak untuk ...



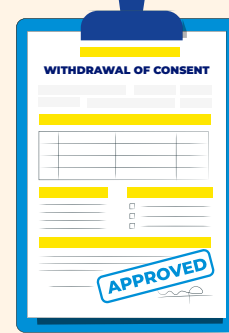
Akses data peribadi anda,



Membetulkan data peribadi anda,



Menghalang kami daripada memproses data peribadi anda,



Menarik balik persetujuan anda,



Menghentikan pemasaran langsung.

Untuk melaksanakan hak ini,



anda boleh menghubungi kami di **019 686 1111** atau **016 221 1800**, atau mengunjungi mana-mana kedai kami.

APA YANG PERLU SAYA LAKUKAN JIKA DATA PERIBADI SAYA DIKOMPROMI?



Jika anda mengesyaki bahawa CelcomDigi menyalahgunakan data peribadi anda, hubungi kami di **019 686 1111** atau **016 221 1800**.

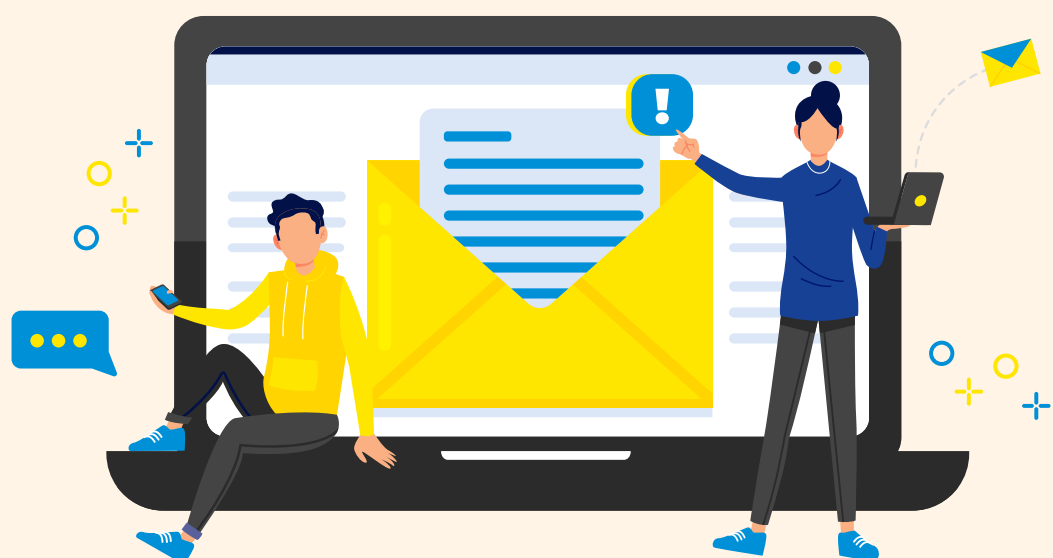


Jika anda mengesyaki bahawa data peribadi anda telah dicuri atau dikompromi, laporkan kepada **Suruhanjaya Perlindungan Data Peribadi**.



Jika anda menjadi mangsa kecurian data, laporkan di balai polis terdekat, tukar kata laluan bagi semua akaun dalam talian dan hubungi bank anda, jika perlu.

BAGAIMANA SAYA BOLEH MENGETAHUI DENGAN LEBIH LANJUT?



Baca notis privasi kami: **Celcom, Digi**
Jika anda mempunyai sebarang soalan tentang amalan privasi kami, hubungi kami di privacy@celcomdigi.com

