

Personal Data Act Policy Statement



Contents:

1. Introduction
2. What Personal Data do we collect?
3. How do we collect your Personal Data?
4. What do we use your Personal Data for?
5. Accessing/Limiting/Correcting/Updating your Personal Data
6. Withdrawing Consent
7. To whom do we disclose your Personal Data?
8. How long may we retain your Personal Data?
9. Notifications of Change
10. Contact

1.0 Introduction

- 1.1 DSV Air & Sea Sdn Bhd is committed to the protection of your Personal Data and takes the matter of protecting your privacy as high priority.
- 1.2 This Privacy Statement explains the general terms on how we protect the privacy of your Personal Data under the Personal Data Protection Act 2010 ("PDPA").

2.0 What Personal Data do we collect?

- 2.1 The types of Personal Data that we collect directly from you or from third parties may include (but not limited to) your name, address, telephone numbers, billing address and details, payment address and details.
- 2.2 (a) **For Credit Application Form**, the Personal Data collected by us may include (but not limited to)
 1. Personal information that links back to an individual, e.g., name, gender, date of birth, passport, business or home address and other personal identification numbers
 2. Contact information, e.g., address, phone number and email address
 3. Financial information, e.g., Financial Audited Statements, Bank Statements and company forms

Personal Data Act Policy Statement



2.2 (b) **For Supplier Application Form**, the Personal Data collected by us may include (but not limited to)

1. Personal information that links back to an individual, e.g., name, gender, date of birth, passport, business or home address and other personal identification numbers
2. Contact information, e.g., address, phone number and email address

2.2 (c) **For Job Application and Employment Form**, the Personal Data collected by us may include (but not limited to)

1. Personal information that links back to an individual, e.g., name, identity card number, age, date of birth, gender, contact details, marital status, details of your dependents, family background, educational background, employment history, details of salary and benefits, bank details, and referees.
2. Contact information, e.g., address, phone number and email address

3.0 How do we collect your Personal Data?

3.1 This Privacy Statement covers any Personal Data provided to us:

1. When applying for credit as a customer
2. When applying as a supplier
3. When applying for a job with DSV
4. Under any other contractual agreement or arrangement

3.2 Some of the other ways we may collect Personal Data also include (but is not limited to):

1. Via telephone, letter, fax, email;
2. When you visit our website;
3. When you contact us in person;
4. When we contact you in person; or
5. When we collect information about you from third parties including but not limited to debtors insurance

Personal Data Act Policy Statement



- 3.3 Our form requires you to give us contact information (e.g. your name and email address) so that we can respond to your comments. We use your contact information from the registration form to send you information about our company. Your contact information is also used to contact you where necessary. Demographic and profile data are also collected at our site. We use your Personal Data to tailor your experience at our site by showing you contents that we think you may be interested in contents according to your preferences.
- 3.4 (a) For Credit Application Form, you will need to complete the form with the required Personal Data for the purpose of checking and verification upon application.
- 3.4 (b) Some of the other ways we may collect Personal Data also include (but is not limited to):
1. When you visit one of our contractors' websites.
 2. When you interact with us via social media or interactive applications including but not limited to Facebook, Twitter, Instagram etc.
 3. From publicly available sources.
- 3.5 For Supplier Application Form, you will need to complete the form with the required Personal Data for the purpose of checking and verification upon application. We may contact you directly or refer to third party for any information for further verification reason.
- 3.6 For job application and employment, the Personal Data is collected and processed for the purposes including but not limited to the following:
1. To assess and administer your application of employment
 2. To contact or communicate with you relating to or connected to your employment
 3. To administer, including but not limited to , payroll and employee benefits such as insurance
 4. For contacting next of kin and arranging medical attention in the event of death, illness or injury of an employee whilst at work
 5. Promotion, training, redeployment and career development
 6. To manage employee performance appraisal
 7. Compliance with statutory requests from the Inland Revenue, the Department of Social Security, the income Tax and other relevant public authorities
 8. Disciplinary purposes arising from an employee's conduct or capability to perform their job requirements

4.0 What do we use your Personal Data for?

- 4.1 We may use your Personal Data for the following purposes ("Purpose"):
1. To send you promotions and information on products and activities;
 2. To investigate and respond to claims from you; or
 3. To comply with any legal or regulatory requirements.

Personal Data Act Policy Statement



5.0 Accessing/Limiting/Correcting/Updating your Personal Data

5.1 You may request to obtain information of your Personal Data, limit the processing of your Personal Data and also update or make amendments to your Personal Data as below:

1. You may forward your request to hr@my.dsv.com

5.2 We will endeavour to provide the information back to you as soon as practicable; however we also reserve the right to validate all requests for the authenticity of the request.

6.0 Withdrawing Consent

6.1 Please note that it is obligatory for us to process your Personal Data for credit application, supplier registration or processing of job application.

6.2 Nonetheless, you may stop receiving promotional activities by:

1. Sending a request to hr@my.dsv.com

7.0 To whom do we disclose your Personal Data?

7.1 We will not trade or sell your Personal Data to third parties. Your Personal Data shall only be disclosed or transferred to the following third parties who may be located within or outside Malaysia for the fulfillment of the Purpose:

1. Other DSV affiliates and subsidiaries e.g. in case of central customer service surveys;
2. Credit insurance companies, credit reporting agencies such as CTOS, financial institutions, data warehouse and other third parties in order to process your commercial transactions, salary etc.;
3. Legal bodies as permitted or required by law such as in compliance with a warrant or subpoena issued by a court of competent jurisdiction; and/or
4. Customs, immigration or other regulatory authorities applicable to you.

8.0 How long may we retain your Personal Data?

8.1 We will not retain your personal data longer than necessary for the fulfillment of the Purpose. However, relevant Personal Data may be retained subject to the conditions below:

1. As and when required under legislation; or
2. Where legal actions have arisen and are pending.

Personal Data Act Policy Statement



8.2 DSV shall take all reasonable steps to ensure that all Personal Data is destroyed or permanently deleted when no longer required for the Purpose.

9.0 Notification of Changes

9.1 Please note that this Privacy Statement may be amended from time to time in accordance to applicable laws and regulations and such variations may be applicable to you.

9.2 The latest version of this Privacy Statement will be made available to all customers. Do revisit our website from time to time for updates on our Privacy Statement.

10.0 Contact

10.1 For any queries, concerns or complaints in relation to our handling of your Personal Data or DSV's Personal Data Protection policies, please contact us at hr@my.dsv.com