

PRIVACY NOTICE

Dear Valued Clients and Business Partners,

We wish to draw your attention to the Personal Data Protection Act 2010 [Act 709] which was enforced by the Malaysian Government effective 15th November 2013 and Personal Data Protection (Amendment) Act 2024 [Act A1727] ("PDPA") which governs the processing of personal data in commercial transactions. The Act is intended to regulate the processing of personal data in Malaysia and requires us to inform you on matters relating to your personal data that is being processed, to be collected and/or further processed by us.

At Land Custody Development Authority (LCDA), we understand the importance of protecting your personal data and safe browsing when you surf into our web site and application.

Please spare your time to read and understand this privacy notice.

This privacy notice explains how LCDA and its subsidiaries use your personal data in compliance with PDPA and its amendment and applicable laws of Malaysia.

Information Collection, Use, and Sharing

In order for LCDA and its group of companies to operate efficiently and deliver high-quality services, your personal data that we collect may include but not limited to your full name, National Registration Identification Card Number and passport numbers, gender, photographs, videos, contact details (including residential and email addresses, and telephone numbers) age and date of birth, occupation, race, religion, education qualification, employment and income details, financial commitments and other information (collectively referred to as the "Personal Data") that you have previously provided or that has been collected in connection with your application for our services and facilities. We may also obtain your personal data from various sources, including but not limited to credit reference agencies, security agencies, financial institutions and any other relevant authorities in which you have given your consent or authorised for the disclosure of such personal data.

At LCDA, we treat your personal data seriously and we do not disclose your personal information to unrelated third parties or non-affiliated entities. However, we may share your personal data with trusted third parties or service providers who act on our behalf and assist in processing your data and they are bound by strict confidentiality obligations.

Purposes for Collection of your Personal Data

- a) To be able to process any commercial transaction;
- b) To be able to process customer application (for example financial assistance);
- c) For operational and administrative purposes;
- d) To communicate with you and to provide the services and facilities to you;
- e) To process your payment transaction;
- f) To fulfill contractual obligations to you;
- g) To comply with legal and regulatory requirements;
- h) To respond to your enquiries;
- i) To manage internal records and updating our information about you;
- k) For audit, compliance and risk management purposes;
- l) To provide you with information on products and services of our business;
- m) To enable market survey and trend analysis to be carried out;
- n) Other legitimate business activities;
- o) To do credit checking with credit bureau or credit reporting agency or its subsidiaries. By submitting your information to LCDA and its group of companies, you hereby consent and authorise LCDA and its group of companies to process and verify any information about you from any third party such as credit bureau, credit rating agency or credit reporting agency which LCDA and its group of companies may require in connection with your application for any of our services/products;
- p) Such other ancillary activities related to the delivery and management of services and facilities provided to you; AND
- q) For any other purpose that is required or permitted by any laws, regulations, guidelines and/or relevant regulatory authorities.

(hereinafter collectively referred to as the "Purposes").

By submitting your Personal Data to us, you:

Declare that you have read, understood and accepted the statements set out in this Privacy Notice;

Declare that the information provided to us in your dealings are accurate, complete and true;

Provide your consent to the processing of your personal data, whether already collected or to be collected and subsequently processed by us;

Grant your consent to the transfer of your personal data between us, our affiliates, and/or third parties acting on our behalf for data processing purposes, in the manner and to the extent outlined in this Privacy Notice, irrespective of their location; and

Consent to the transfer of your data to locations outside of Malaysia or disclosure to our business partners and/or service providers, whether located within or outside of Malaysia.

Protection of your Personal Data

We take the necessary precautions, both administrative and technical to safeguard of your Personal Data against loss, theft, misuse and unauthorised access, disclosure, usage, alteration or destruction. Only authorised officer from our company have access to the information.

Retention of Personal Data and Access

We only keep your Personal Data for as long as we require to fulfil the various purposes stated in this Notice (unless we are required to keep it for a longer period to satisfy any legal, regulatory and/or accounting requirements or to protect our interest).

You can assist to ensure that your personal data are accurate, complete, and up to date by contacting us at 082-235944, where applicable.

We may decline to process requests which are repetitive, require an unreasonable technical effort, jeopardise the privacy of others, highly impractical, or are not otherwise required by applicable laws.

We reserve the right to review and update this Notice from time to time. The latest version of the Privacy Notice is available at lcda.gov.my.

Consent and Withdrawal

It is obligatory that you supply us with your personal data as listed above. Should you fail to supply us with the requested personal data, we may not be able to process the personal data for any of the above Purposes. Subject to the details of the third parties as mentioned, your personal data may be transferred to a place outside Malaysia. You

are responsible for ensuring that the personal data you provide is accurate, complete and not misleading and that such Personal Data is kept up to date. If you give us Personal Data or information about another person, you must first confirm that he/she has appointed you to act for him/her, to consent to the processing of his/her personal data and to receive on his/her behalf any data protection notices.

Should you have any queries regarding the processing of your personal data, please do not hesitate to contact us. You may also withdraw your consent to the processing of your Personal Data by issuing a notice in writing to us to the registered post or email, phone and fax as stipulated below.

Postal Address: Level 4, 8 & 12
 Wisma Satok, Jalan Satok
 93400 Kuching, Sarawak

E-mail address: info.lcda@lcda.gov.my

Phone number: 082-235944

Fax Number: 082-236001