

1. Purpose

Waterco (Far East) Sdn Bhd is fully committed to ensuring that the processing of personal data by Waterco (Far East) Sdn Bhd complies with the Personal Data Protection Act 2010 ("the Act").

2. Notice and Choice Principles

In accordance with the Act which came into force on 15 November 2013 to regulate the processing of personal data in commercial transactions, Waterco (Far East) Sdn Bhd is committed to ensuring complete compliance with the Act.

This Notice gives you a clear understanding of how we handle customers' personal data that we collect, process, and store. It is also intended to inform you, as a data subject, of how you can control the disclosure of your personal data.

Please read the following details to understand how Waterco (Far East) Sdn Bhd collects, processes, and stores your personal data for official business use.

3. Types of Personal Data Processed

By completing our forms, registering an account, or transacting with us, you agree and consent that Waterco (including its related entities, subsidiaries, and authorized representatives) may collect, store, and process your personal data. This includes, but is not limited to:

- **For Individual Customers / Representatives:** Name, identification/passport number, gender, nationality, billing/shipping address, contact number, email address, and personal banking/payment details.
- **For Corporate Clients / Business Entities:** Company Name, Business Owner/Contact Person Name, company website, nature of business, year of establishment, registration numbers (old and new), tax number, SST/GST/Tourism Tax registration numbers, MSIC code, business address, office phone/fax numbers, and finance email address.

4. Purpose of Processing Personal Data

Your personal data will be collected and processed for the following sales and operational purposes:

- Processing quotes, sales orders, deliveries, product warranties, and after-sales support.
- Managing customer accounts, credit evaluations, invoicing, and payment processing.
- Communicating important updates regarding Waterco products, technical specifications, and service announcements.
- (Optional) Sending operational newsletters, promotional offers, and marketing materials related to Waterco's product range.

5. How Your Personal Data is Collected

Most, if not all, of your personal data was obtained from you, either through completed customer update forms, account registration applications, purchase orders, or direct correspondence via email, phone inquiries, website portals, and meetings. In some instances, your personal data may be obtained from external sources including credit reporting agencies, business registries (SSM), or public domain sources.

6. Disclosure to Third Parties

Your personal data will be kept confidential. However, to fulfill the purposes above, Waterco (Far East) Sdn Bhd may disclose your data to:

- Waterco (Far East) Sdn Bhd authorized distributors for product sales, fulfillment, and local support services.
- Authorised freight/logistics partners and warehouse operators for product delivery.
- Financial institutions, credit reporting agencies, or legal advisers for payment and account verification.
- Regulatory or government authorities as required by applicable laws.

7. Data Access, Correction, and Retention

You have the right to request access to, update, or correct your personal data held by us, or to limit/withdraw your consent at any time subject to contractual or legal constraints. Personal data will only be retained for as long as necessary to fulfill business or legal obligations.

8. Limiting the Processing of Personal Data

Waterco (Far East) Sdn Bhd will keep all your personal data for purposes related to performing our commercial transactions and sales contracts. In the event your personal data is being processed for other purposes (with your consent), you have a right to request us to stop such processing. You may exercise this right by contacting the officer aforementioned. This right extends to stopping the processing of your personal data which relates to the personal data of other persons.

9. Failure of Not Providing Your Personal Data

If you choose not to provide the required personal data:

- We may be unable to respond to or process your inquiries, quote requests, or technical support submissions.
- We may be unable to complete sales transactions, process orders, issue invoices, or fulfill product deliveries to your designated location.
- We may be unable to register or honor your product warranties or provide after-sales service.
- Your access to certain interactive features, customer portals, or services on our website may be restricted. (Note: Providing personal data for optional marketing communications is entirely voluntary. Declining marketing consent will not affect your access to primary products, quotes, or support services.)

10. Reservation of Rights

Waterco (Far East) Sdn Bhd reserves the right to modify this Notice at its discretion. Revisions will be published on our official platforms. This Notice operates in full compliance with and does not limit rights under the Personal Data Protection Act 2010.

11. Contact Information

For any inquiries about this policy or personal data protection, please contact:-

Name: Koo Zao Cheong – Regional Business Development Manager

Email: zao.cheong.koo@waterco.com.my

Phone: 03-6145 6000