

Privacy Policy

1. General

- 1.1 This Privacy Policy ("Privacy Policy") is provided by Perodua Pre-Owned Vehicle ("POV") (collectively referred to as "we", "our" and "us").
- 1.2 This Privacy Policy describes how and when we collect your personal information, what that information may be used for, who uses it, when it may be disclosed to other parties, how you can access your details and seek correction of your details, the control of your own personal information and how you can contact us.
- 1.3 By visiting www.pov.perodua.com.my (the "Microsite" / "our website"), you are believed to have read and agreed to be bound by this Privacy Policy.

2. Notice

- 2.1 This Privacy Policy serves as notice pursuant to the Malaysian Personal Data Protection Act 2010.
- 2.2 We may update or modify this Privacy Policy from time to time in reflecting any changes to our privacy practise. Any changes that is done for our Privacy Policy, you will be notified via our website. Please check our website regularly as our updated Privacy Policy will always be available at all times.

3. Collection Information and Use

- 3.1 We may collect and hold personal information/data ("Personal Information") about you or someone else whom you have provided us with information of ("Third Party"), that is, information that can identify you or such Third Party, including without limitation full name, age, identification details including-contact number, email address, other contact details and other information relevant to us providing you with the services you and/or the Third Party are, or someone else you know is, seeking, which we receive from you through our Microsite, customer service centre, social media sites, walk-in or distribution channels and other distribution channels. You represent and warrant that you have obtained the consent of such Third Party or are otherwise entitled to provide us with their Personal Information and to view or change their information. You agree to indemnify us in the event we suffer any loss or damage as a result of your failure to comply with the same.
- 3.2 You are responsible for ensuring that the Personal Information you provide us is accurate, complete and not misleading and that such Personal Information is kept up to date.
- 3.3 We may collect Personal Information in one or more of the following circumstances or for one or more of the following purposes ("Purposes"):
 - 3.3.1 To verify your identity.
 - 3.3.2 To send you information on customer survey forms and questionnaires;
 - 3.3.3 To provide you with information on any programs or transactions you have undertaken (if any);
 - 3.3.4 Updating and managing the accuracy of our records; prevention, detection or prosecution of crime, and complying with legal and regulatory obligations;
 - 3.3.5 Assessment and analysis behaviour scoring, market, product and trend analysis and market research (if any);
 - 3.3.6 To conduct internal activities, administrative, operational, marketing, planning, product or service development, troubleshooting and research requirements;
 - 3.3.7 To administer campaigns that we may run from time to time;
 - 3.3.8 To provide you with information on products and services of POV and our related corporations, affiliates, subsidiaries and associates;
 - 3.3.9 To provide you with information on products and services of our business partners;
 - 3.3.10 Communications and ensuring customer satisfaction, which may include conducting surveys to improve the quality of our products and services, responding to inquiries and complaints and to generally resolve disputes or to enforce our terms and conditions, including the terms and conditions relating to the products and/or services;
 - 3.3.11 Maintaining your account history for present and future reference (if any);
 - 3.3.12 Protecting POV's interests and other ancillary or related purposes;
 - 3.3.13 For such other purposes as set out in any other terms and conditions (including product terms and conditions) and campaign terms and conditions (if applicable); and
 - 3.3.14 For any purpose made known to you at the time of collection of your personal information.
- 3.4 We use general, aggregated information to generate statistics and measure site activity to improve the usefulness of customer visits. Such information does not include Personal Information.
- 3.5 We may disclose your Personal Information to our related corporations, affiliates, subsidiaries, associates, contractors, licensees, advisors, vendors, service providers, merchants, strategic partners, and third party contractors for any of the above Purposes or any other purpose for which your personal data was to be disclosed at the time of its collection or any other purpose directly related to any of the above Purposes.
- 3.6 Personal information held by us will be kept confidential in accordance with this notice pursuant to any applicable law that may from time to time be in force.
- 3.7 We will keep the personal information for as long as the information is required to fulfil the business objectives or the purposes for which the information was collected, or until you request that we delete that information, or for as long as may be required by law.
- 3.8 Any questions, comments, suggestions or information other than personal information submitted to us in whatever manner will be deemed voluntarily provided to us on a non-confidential and non-proprietary basis.

4. Process of Your Personal Information

- 4.1 Your personal information is collected from you and processed when:
 - 4.1.1 Register Your Interest / Test Drive / Chat On WhatsApp With Us through online via POV Microsite.
 - 4.1.2 Purchase a Pre-Owned car or trade-in your car.
 - 4.1.3 Register and renew your pre-owned car insurance with Perodua.
 - 4.1.4 Other transaction with Perodua that will be added from time to time.

5. Marketing and Promotional Communication

- 5.1 We may use the Personal Information provided to send you information on products and services, and special or promotional offers, newsletters or customer survey forms and questionnaires unless you have indicated that you do not wish to receive such materials.
- 5.2 Unless you have indicated otherwise, by visiting the Microsite, you grant POV with the rights to broadcast names and/or photos or display any matter related to the POV's activities for advertising purposes without any further notice to you.

6. Security of Your Personal Information

- 6.1 We will take reasonable steps to protect any Personal Information we receive from you via our Microsite from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form or retain third parties to hold that information on our behalf. Where required by applicable laws, Personal Information will be destroyed or de-identified when no longer needed.
- 6.2 However as the Microsite is linked to the internet, and the internet is inherently insecure, while we strive to protect such personal information, we cannot provide any assurance regarding the security of transmission of information you communicate to us and you do so at your own risk.

7. Links to Other Website

Our Microsite may contain links to websites operated by third parties ("Third Party Websites"). By clicking or activating a link, you leave POV website and we do not exercise control over any personal information you give to any other entity. We are not responsible for the privacy practices or the content of Third Party Websites. Third Party Websites are responsible for informing you about their own privacy practices.

8. Access and Correction

- 8.1 You may request access to any Personal Information we hold about you or any Third Party whose Personal Information you had provided at any time by contacting us (see the CONTACT US section below). Where we hold information that you are entitled to access, we will endeavour to provide you with suitable means of accessing it (e.g. by emailing or mailing it to you).
- 8.2 If you believe that Personal Information we hold about you is incorrect, incomplete or inaccurate, then you may request to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the Personal Information stating that you disagree with it. You may also, at any time hereafter, request, in writing, to limit the processing of your Personal Information (including personal data of others provided by you).
- 8.3 In accordance with the Malaysian Personal Data Protection Act 2010, and to the extent not limited by any other applicable law (if applicable), we may:
- 8.3.1 Charge a fee for processing your request for access or correction to the Personal Information; and
- 8.3.2 Refuse to comply with your request for access or correction to the Personal Information subject to any applicable legal restrictions and contractual conditions.

9. Cookies

- 9.1 We may use cookies in our Microsite to:-
- 9.1.1 Maintain your session and required details during the application, subscription, registration process and during transactions (session cookie);
- 9.1.2 Collect Microsite usage data for statistical/analytics purposes (analytics cookie); and
- 9.1.3 Direct you to the correct landing page based on your geo-location (geo-targeting cookie).
- 9.2 You may instruct your browser, by changing its setting, to stop accepting cookies or to prompt you before accepting a cookie from the websites that you visit. Our Microsite will not function properly if the cookie setting is disabled.

10. Non Personal Information

- 10.1 When you access POV's Microsite, POV may automatically (i.e., not by registration) collect non-personal data (e.g. type of Internet browser and operating system used, domain name of the website from which you came, number of visits, average time spent on the site and pages viewed).

11. Contact Us

If you have any questions about our Privacy Policy, or any concerns or a complaint regarding the treatment of your privacy by us pursuant to the Malaysian Personal Data Protection Act 2010, please contact us via email (which must be sent from your email address that you registered with us) at:-

Email	CRD@perodua.com.my
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12. Others

In the event of any inconsistency between the English version and other language versions of this Privacy Policy, the terms of this English version shall prevail.