

# Isetan Personal Data Protection Policy (PDPP)

ISETAN OF JAPAN SDN BHD (IOJ) is committed to ensure that Customer's privacy is protected in accordance to the Personal Data Protection Act 2010. This privacy policy outlines how Isetan collects, uses, maintains and discloses Customer's information and also the procedures that Isetan has in place to safeguard and maintain Customer's privacy.

## Customer Consent

When Customer request information or choose to sign up for Isetan's products and services, the Customer is required to provide Isetan of Japan Sdn Bhd with Customer's personal data.

In doing so, the Customer consent its use by Isetan of Japan in accordance to this Privacy Policy. When Isetan collect, use, maintain or disclose Customer's personal data, Isetan will seek consent from the Customer.

The Customer has the choice, at any time, not to provide Customer's personal data or to revoke Customer's consent to Isetan of Japan Sdn Bhd processing of the personal data. However, failure to provide such personal data or revoke of consent to process personal data may result in Isetan of Japan Sdn Bhd being unable to provide Customer with effective and continuous products and services.

The Customer, by submitting information, consents to the use of that information as set out in this policy.

## Information Collection and Utilization

When the Customer visits Isetan (physical store or online) to purchase products and/or to use services provided by Isetan, Isetan requires but not limited to know the following Customer's particulars:

- Name
- Gender
- Identification Card Number
- Valid postal address
- Valid e-mail address
- Mobile phone number
- Additional contact number
- Credit Card Number
- 3-digit Card Security Code
- Card expiry date

The personal data Isetan gathers can be either obligatory or voluntary.

a. **Obligatory Data;** Personal data which are required in order to provide Customer with products or services.

b. **Voluntary Data;** Personal data are not mandatory data which without can still allow Customer to obtain products or services from Isetan.

Obligatory and voluntary personal data differ from each products and services and will be indicated in the application forms.

The purpose of collecting these information is as below:

- a. To process the Customer's registration with Isetan (in physical store or online method) and to administer the Customer's account with Isetan;
- b. To process any query, feedback, orders, transactions or applications that the Customer may make;
- c. To resolve disputes or troubleshoot problems;
- d. To send Customer, information regarding Isetan's products and/or services;
- e. For Customer's identity verification purpose;
- f. To obtain Customer's views and/or comments regarding products and/or services provided by Isetan; and
- g. To carry out marketing analysis and to make general improvements to Isetan's website and internal Customer database. This relevant information may then be used by Isetan, its authorized subsidiaries, agents or authorized sub-contractors to provide the Customer with the information, products and/or services requested by the Customer. The credit card information will also be provided to Isetan's authorized payment processing companies for the purpose of processing any orders made by the Customer.

In addition, Isetan may also use Customer's personal data for the fulfillment of any regulatory requirements as per the law and regulations.

Isetan obtains personal data in various ways as below:

- a. When Customer sign-up/registers as a Member via filling the registration form in I-Online website, Isetan website and physical forms at any I-Clubs;
- b. When Customer contacts Isetan entities via communication methods such as physical store walk-in inquiry, online feedback forms, emails, letters, telephone calls or social media private messages. For telephone calls, please be informed that phone calls may be recorded for quality assurance, training and security purposes;
- c. From analysis of Customer's transactions (e.g payment history records);
- d. When Customer participate in customer surveys, sign-up for competitions or promotions; and
- e. When Isetan obtain any data and information from authorized subsidiaries, third party (e.g. credit reference agencies, regulatory, enforcement agencies, employers, joint account holders, guarantors, legal representatives)

Isetan may also use aggregate information and statistics for the purposes of monitoring website usage in order to help Isetan develop the website and Isetan's products and services and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

## Information Disclosure

From time to time Isetan may provide the Customer's information to its customer service agencies for research and analysis purposes so that Isetan can monitor and improve the services provided by Isetan. Isetan or its subsidiaries, agents and sub-contractors may contact the Customer by post, e-mail or telephone to ask the Customer for their feedback and comments on Isetan's products and/or services.

Isetan may also wish to provide the Customer with information about special features of the website or any other products or services or related information from its subsidiaries or third parties Isetan thinks may be of interest to the Customer. If the Customer would rather not receive this information, the Customer may inform Isetan by methods of physical store walk-in, telephone calls or emails.

Isetan may also provide Customer's information to a third party authorized by the Customer. However Isetan retains the discretion to reject any request deemed with suspicion and with not solid proof of authorization.

Isetan may also provide the Customer's information if required by law to do so or where requested by regulatory agencies or to their professional advisers where reasonably necessary for the performance of their professional services.

## Information Automatically Collected From The Customer's Computer

When the Customer visits I-Online or Isetan website, Isetan's web server automatically records the Customer's IP address. This IP address is not linked to any of the Customer's personal information. Isetan use IP addresses to help Isetan administer the website and to collect demographic information for aggregation purposes. Generally Isetan do not link Customer's IP address to anything that enables identification of a Customer's identity and location possible unless it is required by law and regulation.

Isetan may also gather other non-personal information (from which Isetan cannot identify the Customer) such as the type of the Customer's internet browser which Isetan will use to provide the Customer with a more effective service.

## Isetan's Use of Cookies and Other Information Gathering Technologies

Isetan may store some information (commonly known as a "cookie") on the Customer's computer. Cookies are pieces of information that a website transfers to the Customer's hard drive to store and sometimes track information about the Customer. Cookies are specific to the server that created them and cannot be accessed by other servers, which means that they cannot be used to track the Customer's movements around the web. Passwords and credit card numbers are not stored in cookies. A cookie helps the Customer get the best out of the website and helps Isetan to provide the Customer with a more customized service. Isetan use cookies so that the Customer does not have to re-enter the Customer's details each time the Customer visits the website and to track how the website is used and to improve and update Isetan's content.

Notwithstanding the above, the Customer can block or erase cookies from the Customer's computer if the Customer wants to by referring to the documentation contained in the Customer's browser.

## How Isetan Protects the Customer's Information

Isetan has implemented technology and policies to safeguard the Customer's privacy from unauthorized access and improper use. Isetan uses secure server software to encrypt any financial information the Customer needs to input before it is sent to Isetan. Isetan also keeps the Customer's information confidential. The internal procedures of Isetan cover the storage, access, and disclosure of the Customer's information, including, but not limited to limiting access to the Customer's information to those employees or agents who Isetan believes have reasonable need to use the information to provide products and/or services to the Customer, or to perform their jobs.

## Sale Of Business

If this business is sold or integrated with another business, the Customer's details may be disclosed to Isetan's advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

## Updating of the Customer's Details

If there is any change in the information that the Customer has provided to Isetan, for example if the Customer changed e-mail address, names or payment details or if the Customer wishes to cancel the registration, please let us know the correct details by informing us personally via store walk-in, telephone calls or emails.

## Links To Other Websites

Isetan cannot be responsible for the privacy policies and practices of other sites if the Customer accesses them using links from the website and recommend that the Customer check the policy of each site the Customer visits and contact its owner or operator if the Customer has concerns or questions.

In addition, if the Customer linked to this website from a third-party site, Isetan cannot be responsible for the privacy policies and practices of the owners or operators of that third-party site and recommend that the Customer check the policy of that third party site and contact its owner or operator if the Customer has any concerns or questions.

## Privacy Policy Updates

Please note that Isetan may update this privacy Notice from time to time. If Isetan changes its privacy policy, Isetan will post the changes on this page, and may place notices on other pages of the website, so that the Customer may be aware of the information Isetan collect and how Isetan use it at all times. Continued use of the service will signify that the Customer agree to any such changes.

## How To Contact Isetan

If the Customer would like to contact Isetan with any queries or comments, the Customer may call in during work hours (9.30 am - 6.00pm, Monday to Friday unless it is a gazette public holiday or declared by Isetan of Japan as a holiday) via the communication as follows:

**Isetan Lot 10 (HQ)**

**Marketing Department**

Lot 10, 50 Jalan Sultan Ismail

50250 Kuala Lumpur

Telephone: +603 2141 7777 Ext: 2012/2014 / Fax: +603 2148 7777

Isetan Customer Service email: [customer@isetankl.com.my](mailto:customer@isetankl.com.my)

Isetan I-Online Customer email: [ionline@isetankl.com.my](mailto:ionline@isetankl.com.my)

Isetan I-Online Customer direct-line: 2141 7777 ext: 2064

Isetan's Privacy Policy is available in both English and Bahasa Malaysia. In case of any inconsistencies or discrepancies between these two, the English version shall prevail. In case there is a discrepancy on how Isetan collect or use Customer's personal data between this Privacy Policy and the terms and conditions of your specific product or service, the terms and conditions of your specific product or services shall prevail.

## DATA PERIBADI DAN DASAR PRIVASI (“DPDP”) ISETAN

ISETAN OF JAPAN SDN BHD, (“IOJ”) menghormati data peribadi berhubung dengan hak privasi setiap individu. Data Peribadi dan Dasar Privasi (“DPDP”) ini diolah mengikut Akta Perlindungan Data Peribadi 2010 (“Akta tersebut”) dan Peraturan-Peraturan Perlindungan Data Peribadi 2013 (“Peraturan tersebut”). Bagi tujuan ini, “Data Peribadi” akan mempunyai maksud sepertimana yang dijelaskan di dalam Akta tersebut.

### TUJUAN PENGUMPULAN DATA PERIBADI

1. Apabila anda memberikan Data Peribadi anda kepada IOJ melalui internet atau sebaliknya, anda telah bersetuju bahawa IOJ akan mengumpul, menyimpan dan menggunakan Data Peribadi tersebut untuk tujuan yang berikut:-

- a. Menyediakan perkhidmatan untuk anda di bawah mana-mana perniagaan IOJ;
- b. Memproses permohonan anda di bawah mana-mana program IOJ;
- c. Pemasaran barangan dan perkhidmatan serta menghantar apa-apa iklan dan/atau bahan promosi kepada anda;
- d. Mengendalikan penyelidikan ke atas barangan baru dan perkhidmatan untuk anda;
- e. Menjalankan prosedur yang hampir sama mengikut undang-undang;
- f. Memaklumkan kepada anda tawaran khas atau produk baru, terkini dan promosi;
- g. Melaksanakan pengiraan statistik dan analisis tingkah laku serta ciri-ciri anda untuk mengukur kepentingan dalam penggunaan pelbagai jenis laman sesawang dan menyediakan maklumat ini kepada para pengiklan dengan maklumat berkenaan beserta bilangan pengguna yang telah terdedah kepada atau klik pada banner mereka;
- h. Membuat pendedahan tersebut sebagaimana yang dikehendaki bagi mana-mana maksud di atas ataupun disebabkan peruntukan undang-undang.

2. Anda selanjutnya bersetuju bahawa IOJ boleh mendedahkan dan memindahkan Data Peribadi anda (samada di dalam Malaysia atau di luar negara) kepada pihak ketiga (samada di dalam Malaysia atau di luar negara) termasuk tetapi tidak terhad kepada syarikat induk IOJ, anak-anak syarikat, syarikat-syarikat yang dikaitkan, berkaitan dan gabungan syarikat-syarikat serta anak-anak syarikat mereka, syarikat-syarikat bersekutu dan syarikat-syarikat dibawah gabungan syarikat mereka, untuk kedua-dua tempatan dan antarabangsa (“kumpulan syarikat”) agen-agen, kontraktor-kontraktor, rakan kongsi, para pengiklan, operator rangkaian, syarikat-syarikat yang berkaitan, mana-mana pihak yang berkuasa untuk mengawal selia atau institusi-institusi kewangan yang berkaitan,

mengikut mana-mana yang berkenaan, mana-mana pihak yang bertanggungjawab terhadap kerahsiaan kepada IOJ, mana-mana syarikat yang berada di dalam kumpulannya, mana-mana pihak yang menjadi rujukan yang mana butirannya telah diberikan oleh anda dan mana-mana pemegang serahhak IOJ yang sebenar atau yang telah dicadangkan atau penerima pindahan hak IOJ yang mempunyai hak terhadap anda untuk digunakan, didedah, dipegang, diproses, disimpan atau dipindahkan Data Peribadi tersebut bagi tujuan A1 di sini untuk dan bagi pihak IOJ.

3. Sekiranya Data Peribadi yang mencukupi tidak dibekalkan atau tidak memuaskan IOJ, sila ambil perhatian bahawa permohonan atau permintaan anda kepada IOJ untuk apa-apa tujuan yang dinyatakan di A1 tidak akan diterima.

4. Data Peribadi yang telah anda kemukakan akan disimpan oleh IOJ selama tempoh yang perlu bagi tujuan yang dinyatakan di A1 atau dikehendaki untuk memenuhi kehendak undang-undang, perakaunan, keperluan atau melindungi kepentingan IOJ.

5. Jika anda dibawah umur lapan belas (18) tahun dan/atau Mahkamah telah melantik seseorang untuk menguruskan hal ehwal anda dan/atau telah diberi kuasa secara bertulis kepada seseorang untuk bertindak bagi pihak anda dan menguruskan hal ehwal anda, sila ambil MAKLUM bahawa PERSETUJUAN daripada ibubapa/penjaga atau mana-mana orang yang dilantik oleh Mahkamah atau orang yang diberi kuasa untuk bertindak bagi pihak anda dan menguruskan hal ehwal anda MESTILAH DIPEROLEH terlebih dahulu sebelum anda mendedahkan apa-apa data peribadi anda kepada IOJ.

## **KERAHSIAAN**

1. Data Peribadi yang dipegang oleh IOJ akan dirahsiakan mengikut Data Peribadi dan Dasar Privasi menurut mana-mana undang-undang yang terpakai dan berkuatkuasa dari semasa ke semasa.

2. Sebarang pertanyaan, komen, cadangan atau maklumat selain daripada Data Peribadi yang telah dihantar atau diposkan ke laman sesawang ini, atau mana-mana bahagian daripada laman sesawang ini oleh pelawat akan dianggap diberi secara sukarela kepada IOJ secara tidak sulit dan bukan hakmiliknya. IOJ berhak untuk menggunakan, mengeluarkan semula, menghantar, menerbitkan, menyiarkan dan/atau mengedarkan maklumat tersebut di tempat lain secara bebas, termasuk menyerahkan maklumat tersebut kepada mana-mana pihak ketiga contohnya, berkaitan dengan pembangunan, pembuatan, pemasaran produk dan perkhidmatan serta untuk memenuhi keperluan pelanggan.

## **KESELAMATAN DATA PERIBADI**

Segala usaha yang berpatutan dan langkah-langkah praktikal dibuat untuk memastikan sebarang Data Peribadi yang dipegang oleh IOJ dikemaskinikan dan dilindungi daripada sebarang kehilangan, salahguna, pengubahsuaian, capaian

yang tidak dibenarkan atau secara tidak sengaja atau pendedahan, pengubahsuaian atau kemusnahan.

## **KETEPATAN DATA PERIBADI**

Anda bertanggungjawab untuk memastikan semua Data Peribadi anda yang diserahkan dan disimpan oleh kami adalah tepat, tidak mengelirukan, telah dikemaskinikan serta lengkap dari segala aspek. Bagi mengelakkan sebarang keraguan, kami dan/atau kumpulan syarikat dan/atau para pekerja atau pegawai yang telah diberi kuasa atau agen-agen tidak akan bertanggungjawab terhadap mana-mana data peribadi yang anda telah serahkan kepada kami yang tidak tepat, mengelirukan, tidak lengkap dan tidak dikemaskini.

## **PAUTAN**

Laman sesawang kami mungkin mengandungi pautan ke laman-laman sesawang lain. Dengan mengaktifkan pautan tersebut, sebagai contoh seperti klik pada banner pengiklan, anda meninggalkan laman sesawang kami dan IOJ tidak melaksanakan kawalan ke atas mana-mana Data Peribadi atau apa-apa maklumat lain yang anda berikan kepada mana-mana entiti lain selepas anda meninggalkan laman sesawang kami.

## **HAK PENGAKSESAN DATA PERIBADI**

1. Di bawah Akta tersebut, anda mempunyai hak akses ke atas Data Peribadi anda yang dipegang oleh IOJ pada pembayaran kos yang telah ditetapkan dan untuk membuat permohonan pembetulan data peribadi yang tidak tepat, tidak lengkap, mengelirukan, atau tidak dikemaskini.
2. Jika anda mempunyai sebarang pertanyaan mengenai Data Peribadi dan Dasar Privasi (“DPDP”) IOJ atau anda ingin mengakses Data Peribadi anda atau jika anda ingin membuat pembetulan ke atas Data Peribadi anda, atau jika anda ingin menarik balik kebenaran anda untuk IOJ memproses Data Peribadi anda bagi tujuan A1 atau untuk memindahkan Data Peribadi anda kepada pihak ketiga yang dinyatakan dalam A2, anda boleh menghantar permintaan anda tersebut secara bertulis ataupun hadir sendiri pada hari dan waktu beroperasi (9.30 pagi - 6.00 malam, Isnin-Jumaat kecuali hari cuti umum ataupun hari cuti yang diistiharkan oleh IOJ) di alamat berikut:-



**Isetan Lot 10 (HQ)**

**Bahagian Pemasaran (Marketing)**

Lot 10, 50 Jalan Sultan Ismail

50250 Kuala Lumpur

Nombor Telefon: +603 2141 7777 Ext: 2012/2014 / Talian Fax: +603 2148 7777

E-mel Perkhidmatan Pelanggan Isetan: [customer@isetankl.com.my](mailto:customer@isetankl.com.my)

E-mel Perkhidmatan Pelanggan I-Online Shopping Isetan: [ionline@isetankl.com.my](mailto:ionline@isetankl.com.my)

Talian terus ke Perkhidmatan Pelanggan I-Online Shopping: 2141 7777 ext: 2064

IOJ berhak untuk mengenakan bayaran fi yang berpatutan untuk memproses sebarang permohonan untuk mendapatkan data. Sekiranya terdapat sebarang ketidakseragaman di antara versi Bahasa Inggeris dan Bahasa Malaysia, maka versi Bahasa Inggeris akan mengatasi versi Bahasa Malaysia.