

# Terms of Use and Privacy Policy

## GENERAL

Welcome to our Sime Darby Property visitor management system website or mobile application ("**Sime Darby Property Community Platform**"). If you continue to browse, access, participate or use this Sime Darby Property Community Platform you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this Sime Darby Property Community Platform.

The term "**Sime Darby Property**" or "**us**" or "**our**" or "**we**" refers to Sime Darby Property Berhad whose registered office is Level 10, Block G, No. 2, Jalan PJU 1A/7A, Ara Damansara, PJU 1A, 47301 Petaling Jaya, Selangor Darul Ehsan, its subsidiaries, related companies, associated companies and/or affiliates ("**Sime Darby Property Group**"). The term "**you**" refers to the user or viewer of our Sime Darby Property Community Platform.

By viewing, accessing (including by automated means), registering or using this Sime Darby Property Community Platform, you agree to be bound by this Terms of Use and the Privacy Policy.

## TERMS OF USE

### Accessing and using the Sime Darby Property Community Platform

You can view and/or manage your visitors, properties, management fees on the Sime Darby Property Community Platform where.

To subscribe to the Sime Darby Property Community Platform, you must be at least 18 years old.

To subscribe to the Sime Darby Property Community Platform, you will be required to establish a user account and create a Sime Darby Property Community Platform ID username. All accounts must be tied to a bona fide email address you personally own and operate.

Your access and usage of this Sime Darby Property Community Platform is subject to the approval granted by the authorised representatives of Sime Darby Property and your residents' association at their absolute discretion.

## **OTHER TERMS OF USE**

The use of this Sime Darby Property Community Platform is subject to the following terms of use:

- The content of the pages of this Sime Darby Property Community Platform is for your general information and use only. It is subject to change by Sime Darby Property at its absolute discretion at any time from time to time without notice to you.
- Your access to this Sime Darby Property Community Platform and/or use of any information or materials on this Sime Darby Property Community Platform is entirely at your own risk, for which we shall not be liable or responsible in any way.
- You shall not use any device, software or routine to interfere with the proper working of the Sime Darby Property Community Platform or which may damage, interfere with, surreptitiously intercept or expropriate any system, data or personal information.
- There shall be no modification or tampering with the Sime Darby Property Community Platform in any way. Furthermore, you will not reproduce, copy, emulate, translate, modify, adapt, create derivative works from, distribute, transmit, transfer, republish, reverse engineer, decompile, or otherwise attempt to discover any object code, compile or attempt to compile any object code from any source code, or remove or delete any portion of the Sime Darby Property Community Platform.
- You shall not take action or cause any action to be taken (including without limitation, spamming) that imposes an unreasonable load on our Sime Darby Property Community Platform.
- There shall be no transmission or facilitation of transmission of any content:
  - (i) that is unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, libelous, that may be invasive of another's

right of privacy or publicity, hateful, racially, ethnically or otherwise objectionable;

(ii) that contains a virus, corrupted data, Trojan horse, bot, keystroke logger, worm, time bomb, cancelbot or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or mine, scrape or expropriate any system, data or personal information;

(iii) that infringes any copyright, patent, trademark, trade secret, copyright or other proprietary rights of any party;

(iv) to an e-mail address, messenger-feature address or other location that is not yours or to which you do not have the expressly authorized right to use without securing the prior authorization of such other person or entity; or

(v) that you do not have a right to transmit, under any law or under contractual or fiduciary relationships (such as confidentiality agreements).

- You shall not use the Sime Darby Property Community Platform in any context that harms the goodwill or reputation of Sime Darby Property Group or that may disparage or bring the Sime Darby Property Group into disrepute, including any such use that may be perceived as indecent, illegal, misleading, harmful, abusive, harassing, defamatory or otherwise offensive against the Sime Darby Property Group or any third party.
- You shall not impersonate any person or entity, including but not limited to, a Sime Darby Property employee, moderator, representative or agent (or an official, employee, representative or agent of the Sime Darby Property Group, licensors or licensees), message board leader, guide or host or falsely state or otherwise misrepresent your affiliation with a person or entity.
- You shall not harass, stalk, or threaten any other users in the Sime Darby Property Community Platform.
- You shall not participate in any action within the Sime Darby Property Community Platform which, in the sole judgment of Sime Darby Property, exploits or abuses an undocumented aspect of the Sime Darby Property Community Platform in order to obtain an unfair advantage over other users of the Sime Darby Property Community Platform or defrauds another user

including, but not limited to, by scamming or social engineering.

- There shall not be any registration for or holding of multiple accounts on the Sime Darby Property Community Platform simultaneously. In addition, you shall not circumvent or attempt to circumvent disciplinary measures taken against your account, including registering for or using a new account on the Sime Darby Property Community Platform after being suspended or banned.
- This Sime Darby Property Community Platform contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, gamification mechanics and graphics. Reproduction is strictly prohibited.
- You may not create a link to this Sime Darby Property Community Platform from another website or app or document without Sime Darby Property's prior written consent.
- Your use of this Sime Darby Property Community Platform and any dispute arising out of such use of this Sime Darby Property Community Platform is subject to the laws of Malaysia.
- You are solely responsible for compliance with all applicable laws and regulations regarding your use of the Sime Darby Property Community Platform and the transfer of the technologies or information with which you are involved, including without limitation, import/export requirements, and Sime Darby Property expressly disclaims any liability or responsibility thereto.

### **How we use cookies**

A cookie is a small file which asks permission to be placed in your computer hard drive / mobile device. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our Sime Darby Property

Community Platform in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better Sime Darby Property Community Platform, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your mobile device or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of this Sime Darby Property Community Platform.

### **Social Media Platforms**

Communication, engagement and actions taken through social media platforms that this Sime Darby Property Community Platform and/or that we and/or the Sime Darby Property Group are on are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

You are advised to use social media platforms wisely and communicate / engage with them with due care and caution with regard to your privacy and personal details. This Sime Darby Property Community Platform nor we will never ask for personal or sensitive information through social media platforms and encourage that should you wish to discuss such personal and/or sensitive information on social media platforms to contact the said social media platform through primary communication channels such as by telephone, email or personal/ private message feature that may be available on the respective social media platform.

This Sime Darby Property Community Platform may use social network sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social network sharing buttons that they do so at their own discretion. Please note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

### **Adverts and Sponsored Links**

This Sime Darby Property Community Platform may contain sponsored links and advertisements. These will typically be provided through our advertising partners, who may have detailed privacy policies relating directly to the advertisements that they provide.

Clicking on any such advertisements will send you to the advertisers' website/mobile app through a referral program which may use cookies and will track the number of referrals sent from this Sime Darby Property Community Platform. This may include the use of cookies which may in turn be saved on your computer's hard drive. Users should therefore note that they click on sponsored external links at their own risk and this Sime Darby Property Community Platform and Sime Darby Property cannot be held liable for any damage or loss caused by visiting any external links found in this Sime Darby Property Community Platform.

#### **Links to other websites/mobile apps**

This Sime Darby Property Community Platform may contain links to enable you to visit Sime Darby Property Group's websites/mobile apps and other third parties' websites/mobile apps of interest easily. However, once you have used these links to leave this Sime Darby Property Community Platform, you should note that we do not have any control over that other website/mobile app. Therefore, we cannot be responsible or liable for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this Terms of Use and privacy statement. You should exercise caution and look at the terms of use privacy statement applicable to the website/mobile app in question. The inclusion of any links does not imply a recommendation or endorse the views expressed within them.

#### **Products, Content and Specifications.**

All features, content, specifications, products, services and prices of products and services described or depicted on this Sime Darby Property Community Platform are subject to change at any time without notice. All descriptions are approximate and are provided for convenience purposes only. Whilst we make all reasonable efforts to accurately display the attributes of the featured products, including the applicable colors; however, the actual color you see will depend on your computer system and we will not be able guarantee that your computer will accurately

display such colors. The inclusion of any products or services in this Sime Darby Property Community Platform at a particular time does not imply or warrant that these products or services will be available at any time.

## **GENERAL DISCLAIMER**

The information contained in this Sime Darby Property Community Platform is for general information purposes only. The information is provided by us and other third parties (including but not limited to your residents' association or our advertising partners) and whilst we endeavour to keep the information up-to-date and correct, neither we nor any third party make representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to this Sime Darby Property Community Platform or the information, products, services, or related graphics contained on this Sime Darby Property Community Platform for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this Sime Darby Property Community Platform.

Every effort is made to keep this Sime Darby Property Community Platform up and running smoothly. However, Sime Darby Property takes no responsibility for and will not be liable for this Sime Darby Property Community Platform being temporarily unavailable due to technical issues beyond our control.

Sime Darby Property retains the sole and absolute right to suspend, terminate, or otherwise sanction your Sime Darby Property Community Platform membership with immediate effect if you violate these Terms of Use, as well as to take any other action required or permitted under any applicable laws.

## **COPYRIGHT AND TRADEMARK NOTICE**

All copyrights in this Sime Darby Property Community Platform (including text, graphics, logos, icons and sound recordings) is owned or licensed to Sime Darby Property and shall be protected under the Malaysian Copyright Act 1987.

Unless indicated in this Terms of Use, any redistribution or reproduction of part or all of the contents in any form is prohibited.

You may not, except with our express written permission, adapt, reproduce, distribute create derivative works from any part of this Sime Darby Property Community Platform or commercially exploit the content. Nor may you transmit it or store it in any other website/mobile app or other form of electronic retrieval system.

## **PRIVACY POLICY**

We respect the privacy of everyone who views, accesses and uses this Sime Darby Property Community Platform. As a result, we would like to inform you regarding the way we would use your personal data. We recommend you to read this privacy policy so that you understand our approach towards the use of your personal data at the link: <https://www.simedarbycommunity.com/SDCommunityPDPA.pdf> ("**PDPA Notice**"). Sime Darby Property may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from February 2016.

By submitting your personal data to us through this Sime Darby Property Community Platform, you will be treated as having given your consent to the processing of your personal data in accordance with the PDPA Notice by both Sime Darby Property Group and the residents' association.