

PRIVACY POLICY – CUSTOMER VISIT RECORD PORTAL

1. PRIVACY POLICY

1.1 Access and use of the Services offered on the **Customer Visit Record Portal** by Info Bay (M) Sdn. Bhd. and/or its group of companies and/or associates or affiliates is subject to this Privacy Policy. This Privacy Policy is formulated in accordance with the Personal Data Protection Act 2010 ("**Act**"), which describes how your information ("**Personal Data**") is collected and used and your choices with respect to your Personal Data. By accessing the **Customer Visit Record Portal** and by continuing to use the Services offered, you are deemed to have accepted this Privacy Policy, and in particular, you are deemed to have consented to our use and disclosure of your Personal Data in the manner prescribed in this Privacy Policy. We reserve the right to amend this Privacy Policy from time to time. If you disagree with any part of this Privacy Policy, you must immediately discontinue your access to the **Customer Visit Record Portal** and your use of the Services.

1.2 As part of the normal operation of our Services, we collect, use and, in some cases, disclose information about you to third parties. Accordingly, we have developed this Privacy Policy in order for you to understand how we collect, use, communicate and disclose and make use of your Personal Data when you use the Services on the **Customer Visit Record Portal** :-

- a) We will collect and use of Personal Data solely with the objective of fulfilling those purposes specified by us and for other compatible purposes, unless we obtain the consent of the individual concerned or as required by law.
- b) We will only retain Personal Data as long as necessary for the fulfillment of those purposes.
- c) We will collect Personal Data by lawful and fair means and, where appropriate, with the knowledge or consent of the individual concerned.
- d) Personal Data should be relevant to the purposes for which it is to be used, and, to the extent necessary for those purposes, should be accurate, complete, and up-to-date.
- e) We will protect Personal Data by reasonable security safeguards against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. We are committed to conducting our business in accordance with these principles in order to ensure that the confidentiality of Personal Data is protected and maintained.

1.3 Personal Data that you provide to us voluntarily on the **Customer Visit Record Portal** may be processed and/or disclosed for the following purposes (collectively, "Purposes"):

- a) to communicate with you
- b) for administrative purposes
- c) for the delivery of our Services to you
- d) for maintenance of our client's database and clients service related process
- e) to comply with any regulatory, statutory or legal obligation imposed on us by any relevant authority.

- 1.4 We may disclose your Personal Data within Info Bay (M) Sdn. Bhd.'s group of companies and/or to the Vendors (as hereinafter defined) for the Purposes set forth hereinabove. We are responsible for the Personal Data under our control, including Personal Data disclosed by us to a Vendor (often referred to as the data processor and third party service providers). "Vendor" in this Privacy Policy means in relation to Personal Data, any person or entity (other than our own employee) who processes the Personal Data on behalf of us and/or who provide third party services for us. "Processing", in relation to Personal Data means for example obtaining, holding or using the Personal Data in carrying out any operation or set of operations on the Personal Data and/or providing its respective services to us. We take every measure to provide a comparable level of protection for Personal Data should the information be processed by a Vendor.
- 1.5 Personal Data held by us will be kept confidential in accordance with this Privacy Policy pursuant to any applicable law that may from time to time be in force. Any questions, comments, suggestions or information other than Personal Data sent or posted to the [Customer Visit Record Portal](#), or any part thereof by Users will be deemed voluntarily provided to us on a non-confidential and non-proprietary basis. We reserve the right to use, disclose, transmit elsewhere such information freely without further reference to you.
- 1.6 All information submitted to Info Bay (M) Sdn. Bhd. via this [Customer Visit Record Portal](#) shall be deemed and remain the property of Info Bay (M) Sdn. Bhd. and its affiliates and Info Bay (M) Sdn. Bhd. Info Bay (M) Sdn. Bhd. shall not be subject to any obligations of confidentiality regarding submitted information except as agreed by Info Bay (M) Sdn. Bhd. having any direct customer relationship or as otherwise specifically agreed or required by law.
- 1.7 The [Customer Visit Record Portal](#) contain links to other sites. We are not responsible for the privacy practices or the content of such sites. We have established relationships with business partners but such relationships are generally technical in nature, or content collaborations. If any business partners access to any information entered by Users in our database, this fact shall be disclosed to the Users upon initiating the registration process.
- 1.8 Under the Act, you have the right of access to your Personal Data held by us on payment of a prescribed fee and to request correction of the Personal Data that is inaccurate, incomplete, misleading or not up-to-date. If you have any questions regarding this Privacy Policy or if you wish to request access to your Personal Data or if you wish to correct your Personal Data or if you wish to withdraw your consent for future communication, you may send your request in writing to:
- Info Bay (M) Sdn. Bhd.
Email: general@infobay.com.my
- 1.9 We reserve the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on the [Customer Visit Record Portal](#). Your continued use of the Service after we post any modifications to the Privacy Policy will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.
- 1.10 If you have any questions about this Privacy Policy, please contact us at +6 011-1099 0198.

2. USE OF COOKIES

- 2.1 Cookies, click through URLs, log files, web beacons and pixel tags (“Tags”) are very small text documents or pieces of code, which often include an anonymous unique identifier. When you visit a website or use a [Customer Visit Record Portal](#), a computer asks your computer or mobile device for permission to store this file on your computer or mobile device and access information from it. Information gathered through cookies and similar technologies may include the date and time of visits and how you are using the particular [Customer Visit Record Portal](#). Cookies are used by us as part of our [Customer Visit Record Portal](#) and they are also used by some of our third party partners.
- 2.2 By using the [Customer Visit Record Portal](#), you acknowledge that we store and access essential cookies on your computer or other device. Essential cookies are cookies which are essential for the operation of our [Customer Visit Record Portal](#). Further, where you give your consent, we may also store and access certain non-essential cookies on your computer or other device. These cookies allow us to provide additional functionality or to gather additional information about your use of our [Customer Visit Record Portal](#). If you do not consent to our use of Cookies, you must immediately discontinue your access to the [Customer Visit Record Portal](#) and [Customer Visit Record Portal](#) will constitute acceptance of our use of Cookies.

3. Disclaimer

The information contained in this portal are for general information purposes only. Info Bay (M) Sdn. Bhd. makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the portal or the information, products, services, or related graphics contained on the [Customer Visit Record Portal](#) 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 [Customer Visit Record Portal](#).

Every effort is made to keep the [Customer Visit Record Portal](#) up and running smoothly. However, Info Bay (M) Sdn. Bhd. takes no responsibility for, and will not be liable for, the portal being temporarily unavailable due to technical issues beyond our control .