

PERSONAL DATA PROTECTION

PERSONAL DATA PROTECTION ACT 2010 ("PDPA")

PDPA came into effect on 15 November 2013. Under the Act, we, Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) is required to serve you as our customer, a notice pertaining to your rights on your personal data ("Personal Data") provided and/or will be provided to us for water supply purposes.

YOUR PERSONAL DATA

Your Personal Data obtained and/or may be obtained in the future are as follows :-

- Name
- National Registration Identity Card No./Passport No.
- Premise/Correspondence address
- Telephone/Fax No.
- Email address
- Personal Data obtained from documents provided to us including but not limited to Sales & Purchase Agreement, Tenancy Agreement, Grant of Probate, Will Certificate, Power of Attorney, Birth Certificate and Death Certificate.

YOUR PERSONAL DATA PROCESSING

Personal Data will be used and processed for purposes as follows :-

- Supply of water to your premise
- Maintenance of pipes to your premise
- Bill payment processing
- Communicating with you
- Providing related services

PERSONAL DATA DISCLOSURE

Personal Data will be disclosed to parties and for purposes as follows :-

- Indah Water Konsortium ("IWK") for sewerage services
- Panel solicitors for legal action related to the water supply services
- As and when required by law enforcement agencies, Court Orders or process of law.

ACCESS, AMENDMENT AND COMPLAINT

You may, at any time, in writing (subject to certain fees), apply for an access, make amendment, or limit the processing on your Personal Data or lodge any complaint to the Data Protection Compliance Officer to the address and e-mail as follows :-

Pegawai Pematuhan Perlindungan Data Peribadi
PBAPP Sdn Bhd
Tingkat 33, Menara KOMTAR
10000, Jalan Penang, Pulau Pinang
Email: mohdaziz@pba.com.my

This notice is also prepared in Bahasa Malaysia. In the event of any discrepancies between English and Bahasa Malaysia, the English version shall be applicable.