

# PRIVACY NOTICE

## 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) are 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 Number ;
- Premise address where water will be supplied/correspondence address ;
- Contact details such as correspondence address, mobile phone number, telephone, facsimile number and email address ;
- Account Details for Water Supply ; and
- Personal Data obtained from documents provided to us including but not limited to Sale & 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 and any other related services
- Delivery of related bills to your premise ;
- For maintenance of consumer database and consumer service related process ;
- For developing and maintaining water supply system ;
- For bill payment processing and recovery of payment due ;
- For enforcement of law under Water Services Industry Act 2006 and any other relevant existing laws ;
- Communicating with you

### PERSONAL DATA DISCLOSURE

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

- Contractors/plumbers
- Debt collecting agencies
- Data processing service provider
- Other water licensee
- Sewerage services licensee
- Any regulatory body or law enforcement agency, or any person entitled to it by virtue of a Court Order or legal process
- Legal firms appointed to defend and protect the rights and property of the Data User or its personnel
- Data warehouse/IT Service Providers/Data analytic agencies
- Any person notified and authorized by Data Subject
- Any person intending to settle the outstanding amount in relation to Data User’s services to Data Subject
- Data User’s advisers including but not limited to accountants, auditors, or other professional advisers
- Wholly owned subsidiaries of Data User and its affiliates
- Data User’s safety and security personnel
- Company or organization that assist Data User in providing services to the Data Subject
- Parties that Data User may transfer rights and obligations pursuant to the agreement entered into with Data Subject
- Subject Data’s subsidiaries and affiliates

### 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 / customer@pba.com.my

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

**Ir. PATHMANATHAN K.**  
**Chief Executive Officer**