

Notice of Personal Data and Privacy

Updated 22nd May 2018

This privacy notice is issued in accordance with The Personal Data Act 2010 and GDPR 2018.

Existing clients would have supplied and may continue from time to time to supply Absolute Financial Solutions Ltd (Absolute) with their personal data and information, in connection with an application for any of the products and the provision of services or compliance with any laws or guidelines issued by regulatory or other authorities.

Such personal information that clients have supplied include personal details, such as your name, address, phone number and email address as well as other non-public information including financial, familial and non-familial information. In addition, we may from time to time request other Personal Information that may be relevant for us to consider a request for any other products or services offered by Absolute.

As a client of Absolute, the purposes for which your Personal Information are processed and/or used are as follows:

1. The processing of your application(s) for health and life insurance, savings plans, private investment portfolios and/or related services
2. The administration of your applications and/or related services provided to customers, such as managing investments, purchases, withdrawals, surrenders, nomination, credit card authorisation, banking standing instruction, customer service, orphan policy management, and any such process that may be required for a client of Absolute from time to time
3. Any purpose relating to risk management functions
4. Updating customers' records
5. Marketing services provided by Absolute upon client's consent
6. For investigating, reporting, preventing, or otherwise in relation to breach of confidential information, fraud, money laundering, terrorist financing and criminal activities in general
7. Meeting the requirements to make disclosure under the requirements of any laws binding on and under guidelines issued by regulatory or other authorities, with which Absolute are expected to comply
8. For any purpose required by law or regulation
9. For making enquiries as to whether or not the client or person whose data is collected, used and/or processed by Absolute, is actually a sanctioned person or is otherwise related to, or associated, with a sanctioned person or entity
10. For all other servicing purposes relating to communication via computer, telecommunications and technology services

All clients' personal information held by Absolute is/will be kept confidential, however Absolute may provide or disclose such personal information to the following parties below (whether within or outside Malaysia) for the purposes set out above; they may also subsequently process, transfer and disclose such personal information for said purposes:

- a. To third party service providers, suppliers and vendors
- b. To comply with all applicable laws, rules, regulations, guidelines and/or other legal requirements
- c. To litigate, defend or respond accordingly to queries involving regulatory and non-regulatory bodies

If you wish to access, update or change your personal information, please write/email us at the address below; we will request verification of your identity or other details to help us address your request appropriately. You may also write to us to request for information regarding Absolute's policies and practices, as well as the types of personal information held by Absolute.

Your continued usage of our services is deemed consent for Absolute to process your personal information for all the purposes as described here. You may choose not to give your consent or to limit your consent for Absolute to process and retain your personal information by contacting us at the email below or through your financial adviser. If you choose not to give Absolute your consent, you may not be able to take full advantage of all the products and services offered by Absolute that depend on personal information.

Absolute will keep your personal data during your time as a client, and potentially up to 7 years once you cease to be a client, for the following reasons:

- To respond to any questions or complaints
- To demonstrate that you are, or have been, treated fairly
- To satisfy our record keeping obligations in accordance with the applicable legislation and regulations
- If Absolute is required by its regulators (e.g. Labuan FSA) to continue maintaining the said personal data

Absolute may be required to keep your personal data for longer than 7 years if it cannot be deleted for legal, regulatory or technical reasons. In these circumstances, appropriate measures will be established to ensure your privacy is protected, and the personal data is only used for the purposes intended.

If you have any queries or complaints relating to this notice to clients, or otherwise relating to the misuse or suspected misuse of your personal information, you may contact our Data Protection Officer:

Helen Smith
Operations Director
helen@absoluteisl.com
Tel: +603 6203 1960