

PRIVACY POLICY

“Family Store Melaka Group” includes:

1. Batu Berendam Family Store Sdn Bhd (592409-K)
2. MLK Mall Family Store Sdn Bhd (666946-U)
3. Bukit Rambai Family Store Sdn Bhd (760683-D)
4. Duyong Family Store Sdn Bhd (371412-U)
5. Jasin Point Family Store Sdn Bhd (498695-D)
6. Masjid Tanah Family Store Sdn Bhd (738647-U)
7. Bachang Family Store Sdn Bhd (920978-V)
8. SGU Family Store Sdn Bhd (657456-K)

“Personal Information” means information in respect of commercial transactions that relates to directly or indirectly to a Data Subject, who is identified or identifiable from that information or from that and other information in the possession of a data user, including any sensitive personal data, and expression of opinion about the Data Subject. Such personal information about or which identifies individual(s) who is the Data Subject.

“Processing” in relation to Personal Information means collecting, recording, holding or storing the Personal Information or carrying out any operation or set of operations on the Personal Information.

“Sensitive Personal Data” means any personal information consisting information but not limited to the physical or mental health or condition of a Data Subject, his political opinions, his religious beliefs or other beliefs of a similar nature, the commission or alleged commission by him of any offence or any other personal data.

“Data Subject” refers to individual who is the subject of the Personal Information.

A. NOTICE

A.1. This Privacy Policy serves as a notice pursuant to the Malaysia Personal Data Protection Act 2010.

A.2. We may vary or update this Privacy Policy from time to time. We advise that you check this Privacy Policy on a regular basis.

B. INFORMATION COLLECTION AND USE

B.1 We may collect and hold personal information/data (“Personal Information”) about you, that is, information that can identify you including but not limited to:

- Full name, gender, date of birth, citizenship, marital status, nationality, race, identity card numbers (MyKad), passport details, qualifications, photographs or other images, and voice recordings, finger prints, email and/or social media addresses;
- Contact details such as home address, home phone number and mobile number, other telephone and/or facsimile number, email address, work address, work number;
- Employment history such as job title, previous salary, and other related information; and
- Other information relevant to providing you with the services you are seeking from us, in connection with your application for employment with us or in relation to your form submission by you for any contest or public event conducted by us or in relation to communication with you, which we receive from you through our communication system or platform.

To the extent permitted by applicable laws and regulations, we may also process some or all of the following types of Sensitive Personal Data (i.e. religion, health conditions, political beliefs and criminal charges and/or convictions) about you for the Purposes defined in Section B.3.

You agree that you grant us unrestricted access with the Personal Information (including Sensitive Personal Data) provided herein.

B.2. You are responsible for ensuring that the Personal Information you provide us is accurate, complete and not misleading and that such Personal Information is kept up to date.

B.3. We may collect Personal Information in one or more of the following circumstances or for one or more of the following purposes:

1. to process your application for requested services and for other operation and administrative purpose, including but not limited to, processing bills and payments and/or manage your account;
2. to provide you our customer/supplier/employee support and services;
3. to undertake various activities that are required by applicable laws and regulations;
4. for administrative, operational, marketing, planning, product or service development, troubleshooting and/or research requirements;
5. to send you information on events, products, and services, newsletters, advertising and promotional events or customer/supplier/employee survey forms and questionnaires;
6. to resolve disputes or enforcement of terms and conditions of contracts/ agreement entered between us;
7. for any purpose made known to you at the time of collection of your Personal Information; and
8. to facilitate your participation in any contests or events.

(collectively referred to as "Purposes")

B.4. At any time, you may opt-out of receiving communication from us by contacting us via contact points as stated in E.1 and we will ensure that your name and data are removed from our mailing list.

B.5. We may disclose your Personal Information:

1. to our related companies, affiliates, advisors, contractors, vendors, agents and/or service provider and/or other 3rd parties engaged by us for the purposes of operation and maintenance of our business, for cross-promotional purposes and to provide customers support and services to you;
2. to our business partners and investors;
3. to other third parties with whom we have commercial relationships, for marketing, advertising and promotional related purposes, unless you have indicated that you do not wish for us to disclose to such third parties for marketing and advertising purpose;
4. to any social media website/platform; and/or
5. as required or authorized under applicable laws and regulations to provide or in co-operation with any governmental authority.

B.6. If you fail to provide us with Personal Information states in paragraph B.1. above, we may not be able to perform and/or carry out any of the Purposes.

B.7. We may use the Personal Information provided to send you information on products and services, and special or promotional offers, newsletters or customer survey form and questionnaires unless you have indicated that you do not wish to receive such materials in written form via contact points as stated in E.1.

C. SECURITY OF YOUR PERSONAL INFORMATION

C.1. We will take reasonable steps to protect any Personal Information we received from you from misuse and loss and from unauthorized access, modification or disclosure except for the Purposes. We may hold your information in either electronic or hand copy form or retain third parties to hold that information on our behalf. Where required by applicable laws and regulations, Personal Information will be destroyed or de-identified when no longer needed.

C.2. For the internet, unfortunately, no data transmission over the internet can be guaranteed as completely secure. So while we strive to protect your Personal Information, we cannot ensure or warrant the security of any Personal Information transmitted to us and individuals do so at their own risk. Once any Personal Information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorized access, modification or disclosure.

D. ACCESS AND CORRECTION

D.1. You may access to any Personal Information we hold about you or any Third Party whose Personal Information you had provided at time by contacting us (see CONTACTING US section below). Where we hold information that you are entitled to access, we will endeavour to provide you with suitable means of accessing it (e.g. by email it to you)

D.2. If you believe that Personal Information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it. We will consider if the information requires amendments. If we do not agree that there are grounds for amendments, then we will add a note to the Personal Information stating that you disagree with it.

D.3. In accordance with the Malaysian Personal Data Protection Act 2010, and to the extent not limited by any other applicable law, we may:

1. charge a fee for processing your request for access or correction to the Personal Information;
and
2. refuse to comply with your request for access or correction to the Personal Information and
give
you a reason for our refusal.

E. CONTACTING US

E.1 If you any questions about our Privacy Policy, or any complaint regarding the treatment of your privacy by us, including but not limited to the Malaysian Personal Data Protection Act 2010, please contact Ms. Pei Ling (011-28083367) [ONLY from 9am – 5pm on weekdays]