

THE MALAYSIAN INSURANCE INSTITUTE – PRIVACY NOTICE

Dear Valued Customer

With the Personal Data Protection Act 2010 (“the Act”) that came into force on 15th November 2013, we at MII are committed to ensure adherence to the Act.

This Privacy Notice sets out how we collect, process, use, disclose, share, transfer and store your personal data.

Please find the Privacy Notice attached to this letter which explains how we observe all rights and protections in respect of your personal data.

The information contains in this Privacy Notice is not exhaustive and subject to further update or amendment from time to time which may be notified to you via our website or through email or via other medium of communication. Please visit our website www.insurance.com.my to read and take note of the contents of latest updates or amendments periodically.

Thank you for your patronage and continuous support.

Yours sincerely,

The Malaysian Insurance Institute

COMPUTER GENERATED. NO SIGNATURE REQUIRED

PRIVACY NOTICE

Your privacy is important to us and we are fully committed to safeguard the personal data and information that we have in compliance with the Act and all employees of MII are strictly bound to comply with the requirements of the Act and the prescribed standards of security and confidentiality set forth.

(1) Personal information

Personal information are information which relates to you and includes your name, age, race, NRIC, contact details such as mobile, house or office numbers, home and email addresses, etc.

(2) Source and Type of Personal Information

MII collects your personal information directly from you or indirectly from third party or cookies through the use of our website or online directories. Your personal information is collected via various means which may include but not restricted to the following:-

- (a) through the submission of application form of related products offered by MII from you directly, insurance industry intermediaries like company, broker, loss adjuster, association, agency representatives or an individual authorized by you;
- (b) from events and marketing activities organized by MII including business card collections via fish bowl method
- (c) from exchanging of business cards at events organized by third parties
- (d) from existing data bank collected from previous activities or events organized by MII including examinations
- (e) from the tendering of various MII projects
- (f) from your application of various job openings in MII
- (g) from MoU, contract and agreement when engaging in commercial and/or business transactions; and
- (h) when responding to any of our survey or contest invitation

(3) Usage of Your Personal Information

Your personal information may be used or processed solely by MII for the following purposes:-

- (a) to facilitate the registration process based on the submission received, eg: examinations, training courses, conferences, tea-talk, professional/certification programmes, membership, Annual General Meeting, briefing and/or dialogue, etc
- (b) to communicate on status of your application
- (c) for internal administrative and contact purposes
- (d) to provide you with regular updates of products and services offered by MII including new development taking place in the insurance industry
- (e) for updating and managing the accuracy of your records in MII system
- (f) to provide ancillary services such as visa application and insurance coverage throughout your tenure of studies at MII or upon acceptance of lecture appointment outside Malaysia
- (g) for marketing and promotion activities of our products and services including market research/survey and statistical analysis as part of our continuous effort in improving our service delivery
- (h) for maintaining your history as 'learning partner' in MII through your participation in various professional programmes and training courses, and evidence of your engagement in MII non-academic activities for present and future references
- (i) for usage of your photos, images and pictures taken by us during your attendance in any MII events or gathering for publication in MII website, magazines, newsletter, brochures, training handbook or calendar or kit, etc
- (j) to establish contractual relationships between you and MII to fulfill respective contractual obligations
- (k) to enable relevant third party to effect official licenses as insurance intermediary
- (l) to respond to your enquiries and complaints to resolve disputes
- (m) to comply with MII's legal and regulatory obligations under any applicable laws and/or jurisdiction in the conduct of its business
- (n) to assist in any investigation work on report/complaint lodged by appointed official

In some instances, you may have provided personal and financial information relating to other parties like your family members, guarantors, relatives, colleagues, etc to support your application. In such cases, you represent and warrant that you had or have their consents to provide such information to MII.

(4) Disclosure of Your Personal Information

Your personal information may be disclosed to certain third parties as stated below:

- (a) intermediaries in the insurance industry such as the related associations, insurance companies, government agencies and any of their respective agents and servants located locally and/or outside Malaysia;
- (b) related service providers providing outsourcing services engaged by MII;
- (c) MII's strategic partners particularly certification and/or affiliate bodies;
- (d) external auditors, company secretary, appointed consultants or advisors acting on behalf of MII;
- (e) in circumstances where delay or default of payment or breach of contract has occurred that warrant the engagement of legal advisor;
- (f) adherence to directive from government agencies and/or servants like Inland Revenue Department, office or service of any country or countries where you are a tax resident or have a tax liability; and
- (g) in the event of a potential or proposed reorganization and/or merger or acquisition within the industry that business of MII is to be consolidated and operated under one entity as directed by the higher authority. Under such circumstances, you hereby acknowledge that such disclosure and transfer may occur and permit MII to release your personal information to the other party and its advisers / representatives.

Links to Third Party Websites

Links to other sites are provided for your convenience and information. This Privacy Notice applies solely to MII's website and does not apply to any third party linked websites that you may access. Those sites may have their own privacy statements in place, which we advise you to thoroughly read and clearly understand the statements if you visit any of the websites.

MII is not responsible for any personal information disclosed, shared or transferred by you directly to such sites.

(5) Obligatory Personal Information

In certain circumstances, MII would need to use your personal data to fulfill its contractual obligations and if you do not provide your personal data as required, MII would not be able to fulfill its obligations and this may lead to the termination of your business with MII due to your default, or inability for us to process your submitted application and/ or attend to the request forwarded by you.

Nonetheless, if you do not wish to consent or agree to the terms with respect to our processing of your personal information, please write in officially to the contact details provided above within 21 days from the date of this notice. We will assume that you have given your consent to use your personal data in accordance with this notice.

(6) Correction and Complaint

You may write in officially to MII Customer Management Centre if you wish to request for any of the following:

- (a) to update and/or make correction of your personal data;
- (b) withdraw your consent for the processing of your personal data for the purpose of marketing or promotion activities; and
- (c) prevent the collection, holding, processing or use of any of your personal data which is likely to cause damage or distress

We may request verification of your identity before allowing access, making changes or furnishing the requested information in order for us to address your request or concerns timely.

Any enquiries and/or complaints with respect to your personal information can be directed to:

**Customer Management Centre
The Malaysian Insurance Institute
Ground Floor, Wisma IBI,
No. 5, Jalan Sri Semantan Satu
Damansara Heights
50490 Kuala Lumpur**

Email : customercare@mii.org.my

Tel : +603-2087 8882 Fax : +603-2093 7885