

# **RAZAK SCHOOL OF GOVERNMENT (“RSOG”)**

## **PRIVACY NOTICE**

### **1.0 INTRODUCTION**

In compliance with the Personal Data Protection Act 2010 (“the Act”) and its regulations, this notice is issued to all our valued customers, participants, vendors, distributors, suppliers, clients, service providers, strategic partners, job applicants, employees, and others. This Notice will inform your rights with regard to your personal data that has been and/or will be collected and processed by us.

### **2.0 COLLECTION OF PERSONAL DATA**

We have collected and will collect your personal data to be processed by us and/or on your behalf in the course of your present or future dealings with RSOG for example when you contact us for further information, register for our programmes including digital learning programmes, or take part in any of our online or digital initiatives. Your personal data enables us to achieve the “Purpose” herein that is in connection with our business.

### **3.0 DESCRIPTION OF PERSONAL DATA**

We may collect the following personal data about you:

- i) Personal information to establish your identity and background such as your full name, passport or identity card number, nationality and religion.
- ii) Contact information such as address, telephone number, mobile phone number, fax number and email address.
- iii) Payment information such as your bank account details, including the contact person and address.
- iv) Recording of your image via CCTV cameras installed at our premise.
- v) Recording of your photograph during any of our programmes and/or corporate events.
- vi) Resume or CVs when you apply for a job/attachment with us.
- vii) Sensitive personal data.
- viii) Personally Identifiable Information (PII) defined by international privacy laws or standards.

### **4.0 PURPOSE OF PERSONAL DATA COLLECTION**

RSOG will use your personal data for the following purposes including but not limited to:

- i) To verify your identity.

- ii) To manage and maintain your account or contact with us.
- iii) To notify you about benefits and changes to the services (e.g., our products, upcoming events, promotions, advertising, and commercial materials) which may be of interest to you.
- iv) To provide and improve our services to you including fulfilling audit requirements, billing for services and facilitating payments.
- v) To carry out your instructions or respond to any enquiries, complaints, comments, or feedback that you have submitted to us.
- vi) To update, consolidate and improve the accuracy of our records.
- vii) To conduct research, studies, assessments, surveys, questionnaires and provide you with information from us which we feel may interest you, where you have consented to be contacted for such purposes.
- viii) To conduct marketing and information technology activities (e.g., market research).
- ix) To process your registration for our local and overseas programmes.
- x) To communicate via RSOG Newsletter, direct mailer, email blast and telemarketing.
- xi) To persons who have been identified as being you or your authorised representative(s) for the purpose of relevant transaction or enquiry.
- xii) For internal management of the services being provided to you.
- xiii) To maintain records required for security, claims or other legal purposes.
- xiv) To process an application for recruitment and hiring and maintain the record.
- xv) To provide training for our staff.
- xvi) To contact your next of kin in the case of emergency.
- xvii) For any other purpose that is required or permitted by any law, regulation, guideline and /or relevant regulatory authority in line with our business activities.

## **5.0 SOURCES OF PERSONAL DATA**

RSOG may obtain your personal data either from you, from your authorised representatives, from third parties or from publicly available sources which may include but is not limited to:

- i) When you register for our services or programmes (e.g. when you submit an application form to become our customer/participant).
- ii) When you contact us in person, by telephone call (e.g., when you contact us on any enquiries, complaints, comments of feedback, we may keep record of that correspondences).
- iii) When you participate in our programmes.
- iv) When you participate in any surveys, questionnaires done internally or via an appointed third party.
- v) When you commence a business relationship with us (e.g., as a service provider or strategic partner).
- vi) When you attend any of our corporate events or open day.

- vii) When you visit or browse our website.
- viii) When you visit our premise.
- ix) When you apply for a job/attachment with us.
- x) When you interact with us via social media or interactive applications including but not limited to Facebook, Twitter and Instagram.
- xi) When we collect information about you from third parties we deal with or are connected to you.
- xii) From such other sources where you have given your consent for the disclosure of personal data relating to you, and/or where otherwise lawfully permitted.

## **6.0 DISCLOSURE OF PERSONAL DATA**

As part of providing you with our services, we may disclose information about you to the following third parties;

- i) Persons/Organisations required under law or in response to government requests.
- ii) Government agencies, statutory authorities, enforcement agencies under law.
- iii) Auditors, accountants, lawyers engaged by RSOG.
- iv) Contractors, sub-contractors engaged by RSOG.
- v) Third party service /product providers that is deemed necessary or appropriate for the purposes stated above (including those located out of Malaysia, under conditions of confidentiality and similar levels of security).
- vi) Persons under a duty of confidentiality to RSOG.

These parties will treat your personal data as confidential, in accordance with this Policy and with all applicable Data Protection legislation and will process such personal data only for purposes and within the terms set out herein. We are responsible for the personal data under our control. We take every measure to provide a comparable level of protection for personal data should the information be processed by third parties.

## **7.0 SECURITY OF PERSONAL DATA**

We endeavour to take all reasonable steps to protect your personal data and keep your personal data secured. All information you provide to us is stored on our secure servers. We maintain appropriate administrative, technical and physical safeguards to protect against loss, misuse or unauthorised access, disclosure, alteration or destruction of the personal data you provide to us in accordance with applicable laws. The level of personal data security which is in a non-electronic environment are also treated with strict procedures and means.

In addition, where we have given you (or where you have chosen) a password which enables you to access certain parts of our site and digital learning platforms, you are responsible for keeping this password confidential. We ask

you not to share the password with anyone. We only keep your personal data for as long as we require it in order to fulfil the purpose for which it was collected or provided to us (unless a legal obligation requires us to keep it for longer).

## **8.0 USE OF COOKIES**

RSOG set and use cookies and similar technologies in order to distinguish you from other users of our website and our digital learning platforms, to provide a better experience when you browse our website and our digital learning platforms, and to improve the performance and usefulness. The use of cookies and similar technologies is standard across websites and applications through which information is collected about your online activities.

A cookie is a small data file that websites and digital learning platforms place on your hard drive when you visit. A cookie file can contain information such as a user ID that tracks the pages you've visited within that site. The cookies on this website and digital learning platforms are primarily used to recognise that a user has visited the website and its applications previously and to track user traffic patterns.

If you prefer not to receive cookies through the Website and digital learning platforms, you can set your browser to warn you before accepting cookies and refuse the cookie when your browser alerts you to its presence. You can also refuse all cookies by turning them off in your browser. For more information about cookies, including how to set your browser to reject cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **9.0 TRANSFER OF PERSONAL DATA**

Any personal data, which you volunteer to us, will be treated with the highest standard of security, strictly in accordance with The Act. It may be necessary for us to transfer your personal data outside Malaysia if any of our service providers or strategic partners involved in providing part of a service are located in countries outside Malaysia. You consent for us to transfer your personal information outside Malaysia in the instances whereby it is necessary to fulfil the execution of the Products/Services that you signed up for (e.g. accommodation for overseas programme). We shall take reasonable steps to ensure that any such service provider, or strategic partner are contractually bound not to use your personal data for any reason other than to provide the Products/Services they are contracted to provide in order to adequately safeguard your personal data.

## **10.0 MARKETING AND PROMOTIONAL PURPOSES**

Upon subscribing to our services, you will be receiving marketing and/or promotional emails or calls from us, which includes monthly promotions and information on future programmes/events. If you do not wish to receive any

promotional news or calls, please click the “unsubscribe” link at the bottom of the email and you will be excluded from our contacts.

## **11.0 DATA SUBJECT'S OBLIGATIONS**

It is necessary for RSOG to collect and to retain clients' personal data. Therefore, it is also obligatory for clients to supply personal data to us in the most accurate manner. If clients do not provide us with personal data, RSOG would be unable to process personal data on clients behalf, for the Purpose stated in clause 4 herein, or effectively render our services to clients, and all relationship created between us shall then be terminated and cease to be in effect immediately.

## **12.0 RIGHTS OF DATA SUBJECT**

The Act allows you the right to access the personal data you have submitted with reasonable notice. We can assist you to access and correct your personal data maintained by us. Where you wish to have access to your personal data in our possession, or where you are of the opinion that such personal data held by us is inaccurate, incomplete, misleading or not up-to-date, you may make a request and write to us via [corp.comm@rsog.com.my](mailto:corp.comm@rsog.com.my) or contact the respective department/unit personnel you are in communication with in the Company.

You are also entitled to limit our processing of personal data by expressly withdrawing the consent given previously, in each case, including for direct marketing purposes subject to any applicable legal restrictions, contractual conditions and within a reasonable time period.

## **13.0 CHANGES TO PRIVACY POLICY**

We reserve the right to amend this Policy from time to time without prior notice. We advise that you visit our website and/or its equivalent platform to review the most updated version of this policy each time you provide your personal data to RSOG. Kindly view our privacy notice on the website, [www.rsog.com.my](http://www.rsog.com.my).

## **14.0 ACKNOWLEDGEMENT AND CONSENT**

By communicating and engaging with RSOG or use of the Company's products and services, you acknowledge that you have read and understood this Notice and agree and consent to the use, processing, disclosure and transfer of your personal data by RSOG as described in this Policy.

If you provide personal data of third parties to RSOG, you warrant and represent to RSOG that you have obtained the required consent of the third parties for the processing of the relevant personal data by RSOG in the manner set out herein. If you do not consent to the usage and processing of your personal data,

please notify us with a letter of disagreement to the stated contact details within fourteen (14) days from the date of the data collection, failing which we shall assume that you have no objections to the same.

We appreciate your support in our business activities and value relationship building. Thus, we are committed to protecting your personal data with respect and integrity. We will ensure that the data processing and storing mechanism are managed in accordance to best practices to safeguard your data.

## **15.0 INQUIRIES AND COMPLAINTS**

Should you require further information about the personal data we hold or the way in which your information is being collected or used which are not answered by this Policy please email your request to [corp.comm@rsog.com.my](mailto:corp.comm@rsog.com.my)/[info@rsog.com.my](mailto:info@rsog.com.my) or write to us:

**RAZAK SCHOOL OF GOVERNMENT (RSOG)**  
**Level 5, Menara Prisma**  
**26, Persiaran Perdana, Presint 3**  
**62675, Putrajaya**  
***(Attention: Corporate Communications Unit)***