



Syarikat Air Negeri Sembilan Sdn. Bhd.(765891-T)

### Personal Data Protection Notice for Consumer

Dear valued customers,

We, Syarikat Air Negeri Sembilan Sdn. Bhd. are committed to protecting your privacy and personal data in accordance with the Personal Data Protection Act 2010 of Malaysia ("Akta 709").

This Notice explains:

- the type of your personal data we collect and how we collect it
- how we use your personal data
- the parties that we disclose the personal data to; and
- the choices we offer, including how to access and update your personal data.

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

We will process the following personal data surrendered by you or your authorized representative as provided in your application for water supply inclusive any other services, which related to our services:

- Name;
- Identification card or Passport number;
- Premise address where water will be supplied;
- Contact details such as correspondence address, mobile phone number, telephone number, facsimile number and email address;
- Account Details for Water Supply;
- Personal Data derived from any legal documents given by you including but not limited to Sale & Purchase Agreement, Tenancy Agreement, Letter of Administration, Grant of Probate, Power of Attorney, Birth Certificate and Death Certificate; and
- Recording of your image via CCTV cameras installed at our premises or SAINS' Customer Service Centre.

#### **SOURCE OF PERSONAL DATA COLLECTION**

We may collect personal data either from you, from your authorized representatives, from third parties, or from publicly available sources which may include (but is not limited to):

- when you register for our services (for example when you submit an application form to become our customer) at SAINS' Customer Service Centres;
- when you fill in your information through digital channels such as iSAINS or via online in our SAINS' Customer Information Centre or using forms downloaded from our website [www.sainswater.com](http://www.sainswater.com);
- when you contact us, by a phone call (for example when you contact us for any enquiries, complaints, comments or feedbacks, we may keep record of that correspondences);
- when you participate in any surveys, questionnaires, competitions, contests, offers, or promotions by SAINS;
- when you interact with us via social media or interactive applications including but not limited to Facebook;
- when we collect information about you from third parties we dealt with or are connected with you (eg: plumber or credit reporting agencies or developers); or
- 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.

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

We will process your personal data for the following purposes: -

- (a) to provide water supply services;
- (b) to maintain the water supply system;
- (c) to process water data;
- (d) to read the meter and to issue a water bill and to collect water supply service charges;
- (e) to maintain customer service database and for provision of any customer services;
- (f) for research purposes including the preservation of historical and statistical records;
- (g) to recover monies due and recovery of payments;

- (h) to meet legal and statutory requirements;
- (i) to investigate complaints and offences; and
- (j) to communicate with you.

Your Personal Data and information are required by SAINS for the purpose of providing water supply services and so as not to affect the ability to provide services as stated above.

#### **PROCESSING OF PERSONAL DATA**

We only process your personal data within Malaysia. Your personal data will not be transfer to any place outside Malaysia.

#### **DISCLOSURE OF PERSONAL DATA**

We might disclose your personal data to third parties from different group of class which are classified as follows:-

- contractors and service providers who provide services relating to the purposes for which personal data is provided;
- third parties who supply data processing services;
- 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;
- Lawyers appointed to defend and protect the rights and property of the Data User or its personnel;
- Auditors, accountants or professional consultants appointed by SAINS; or
- Any person who is under a duty of confidentiality who has undertaken to keep such data confidential.

We will allow third parties to access its system for the purpose of providing technical services and to provide your personal information to third parties providing services on behalf of SAINS, provided that such third parties are bound by the SAINS's Privacy Policy.

#### **SECURITY MEASURE**

We endeavour to take all reasonable steps to protect your personal data and keep your personal data secured as follows :

1. By ensuring your personal data is kept as required by Act 709.
2. By ensuring our staff not to misuse your personal data.
3. By taking all reasonable efforts and practical measures to ensure that any personal data stored by SAINS is protected from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.

Nevertheless, you are required to ensure the security of your password and not to disclose it to another party to reduce the risk of data breaches.

#### **RETENTION OF PERSONAL DATA**

We will only retain your Personal Data for the duration of the period we provide the service to you. If your Personal Data no longer meets any of the above requirement and you are no longer our customer, SAINS will destroy and permanently delete your Personal Data after the tenth (10) year when you are no longer a SAINS' customer.

#### **ACCESS, AMENDMENT AND COMPLAINT**

You may at any time, in writing (subject to certain fees), apply for an access, make amendment/correction, or limit the processing on your Personal Data or lodge any complaint to the Data Protection Compliance Officer to the address below:

#### **CHAIRMAN**

#### **IMPLEMENTATION AND COMPLIANCE OF PERSONAL DATA PROTECTION ACT COMMITTEE**

Syarikat Air Negeri Sembilan Sdn Bhd (SAINS)  
Tingkat 2, Kompleks PKNNS  
Jalan Persiaran S2/B2, Seremban 2,  
70300 Seremban, Negeri Sembilan  
Telephone : 06-6033 500  
Fax : 06-6017 513

This Notice is made available in the national and English languages. In the event of any discrepancies, the English language version of the Notice shall prevail.

This Notice has come into effect on 4 March 2016

This Personal Data Protection Notice was last updated on: 30 September 2022