

To : Corporate Communications

Date : 28 January 2020

Subject : **PERSONAL DATA PROTECTION NOTICE**

This Personal Data Protection Notice (“Notice”) describes how The Malaysian Insurance Institute (“MII”) uses your Personal Data.

Collection of Personal Data

1. “Personal Data” means information about you processed by MII, including without limitation your name, age, gender, nationality, identity card/passport number, your contact details, your image or photograph, your academic and professional credentials, your employer details, payment details and all such other information which may identify you that has been or may be collected, stored, used and processed by MII from time to time and also includes sensitive personal data (as identified below). MII also collects some personal data that may be regarded as sensitive personal data such as your health and criminal records.
2. MII may collect or obtain your Personal Data from a variety of sources including without limitation:
 - a) when you register as a member with MII;
 - b) when you register for marketing events, forums, conferences, seminars, workshops, training courses, certification courses and/or examinations with MII either through MII directly or through your employer;
 - c) when you access or use MII’s website (the “Website”), learning management system (the “iLMS”) and membership portal (the “MII Publications Portal”);
 - d) when your employer provides your Personal Data to MII for purposes of training /certification courses and/or examinations;
 - e) when feedback or complaints are made about you pursuant to MII’s Complaints and Investigation Regulations;

- f) when you communicate or interact with MII through social media platforms or social networking sites; and
 - g) when you participate in our social media campaigns and surveys.
3. Your Personal Data may also be collected and processed by MII in the form of photo capturing or video recording, for the purpose of publications, webcast relay, surveillance of premises or for MII's records, as deemed relevant.
4. The provision of your Personal Data is mandatory if you wish to register as a member of MII and/or if you wish to attend marketing events, forums, conferences, seminars, workshops, training courses, certification courses and/or examinations organised by or through MII. Please note that if you do not provide your Personal Data, MII may not be able to register you as a member of MII and provide you with the benefits offered to MII members and you may not be able to attend the marketing events, forums, conferences, seminars, workshops, training/certification courses, or examinations conducted by or through MII.

Purposes of Processing

5. MII may use and process your Personal Data for the purposes relating to the business and activities of MII which shall include (the "Purposes"):
- a) to process your application to register as a member of MII and our learning partners;
 - b) to process your application to enrol in forums, conferences, seminars, workshops, training/certification courses, or examinations;
 - c) to communicate with you in relation to your membership with MII or related to the forums, conferences, seminars, workshops, training/certification courses or examinations you have enrolled for;
 - d) to process your examination results and award for certification courses;
 - e) for internal administrative and analysis purposes of MII, including to publish your name and membership number in MII's annual report;
 - f) to help MII develop its business, activities, products and services;
 - g) to invite you to events and functions organised by MII;



- h) to process any complaints about you submitted pursuant to MII's Complaints and Investigation Regulations;
 - i) for purposes of investigations (including investigations within or outside MII), detection, prevention and prosecution of crime;
 - j) for MII to comply with its obligations under law; and you agree and consent to MII using and processing your Personal Data in the manner as identified from (a) to (j) above.
6. MII may also use and process your data for other purposes ("Additional Purposes") such as:
- a) to take your photograph or picture at events/functions/training sessions organised by MII for non-profit making reasons including the Institute's newsletter, annual report, website, and social media platforms/social networking sites;
 - b) to provide, market and/or promote to you products and services that are or may be offered by MII or its partners, such as other businesses or certification bodies;
 - c) to identify products and services which may be relevant to you from other partners, suppliers and/or third parties.
7. MII may contact you for the Purposes and Additional Purposes either by way of telephone calls, emails, short messaging service, post, facsimile, social media or any other form of communication available.

Transfer of Personal Data

8. Your Personal Data may be transferred to, stored, used and processed in a jurisdiction other than Malaysia for purposes related to examination, certification, membership and administration. You understand and consent to the transfer of your Personal Data out of Malaysia as described herein.

Disclosure to Third Parties

9. For the Purposes and Additional Purposes, MII may share your Personal Data with:
- a) your employer for the purposes related to your membership, learning progress, examination and certification;
 - b) your potential employer or recruitment agencies for purposes related to your membership, e.g. confirming your membership with MII;
 - c) MII's third party service providers for the purposes of carrying out their services;
 - d) MII's partners, such as other certification bodies;
 - e) MII's professional advisors and external auditors;
 - f) MII's committees, tribunals and personnel/staff;
 - g) Other professional bodies of which you are a member, in cases where there has been a complaint about you made pursuant to MII's Code of Conduct/Ethics;
 - h) any agent acting on behalf of MII;
 - i) statutory and regulatory authorities in order to comply with statutory and government requirements.

Use of Cookies

10. MII may use cookies which are small text files which the Website may place on your computer or mobile device when you visit the Website. For example, MII may collect your IP address, web browser software (such as Firefox, Internet Explorer or Safari) and store the details in a unique encrypted cookie. The cookie will help the Website, or another referring website, to authenticate current user access and recognise your device the next time you visit the Website. This will allow MII to retrieve your account and preferences, login/application details, analyse how well the Website is performing, or even allow MII to recommend content MII believes will be most relevant to you.
11. Most browsers allow you to choose not to receive a cookie file by enabling your web browser to refuse cookies or prompt you before accepting a cookie. Be advised that, by refusing to accept a cookie, you may not be able to access many services and tools offered on the Website.

Links to Third-Party Websites

12. The Website may contain links to third parties' websites. Please note that MII is not responsible for the collection, use, maintenance, sharing, or disclosure of data and information by such third parties. If you provide information directly to such sites, the privacy policy and terms of service on those sites are applicable and MII is not responsible for the information processing practices or privacy policies of such sites.

Access & Correction Requests and Inquiries

13. Subject to any exceptions under applicable laws, you may request access or correction to your Personal Data held by MII, submit your queries or complaints about the processing of your Personal Data, limit the processing of your Personal Data for the Additional Purposes and/or withdraw your consent for the Additional Purposes by contacting:

Customer Service & Support
The Malaysian Insurance Institute
MII City Centre
Level 6, Wisma FGV
Jalan Raja Laut,
50350 Kuala Lumpur
Tel: (603) 2712 8882
Email: customercare@mii.org.my

14. In respect of your right to access and/or correct your Personal Data, MII has the right to refuse your requests to access and/or make any correction to your Personal Data for the reasons permitted under law, such as where expense of providing access to you is disproportionate to the risks to your privacy. By providing to us your personal data, you hereby consent to the processing of your personal data in accordance with all of the foregoing.

15. In some circumstances you may have provided personal data relating to other individuals (such as your spouse, family members or friends) and in such circumstances you represent and warrant that you are authorised to provide their personal data to MII and you have obtained their consent for their personal data to be processed and used in the manner as set forth in this Notice.



Acknowledgement and Consent

16. MII shall have the right to modify, update or amend the terms of this Notice at any time by placing the updated Notice on the Website. By continuing to communicate with MII, by using MII's services or continuing to be a member of MII following the modifications, updates or amendments to this Notice, such actions shall signify your acceptance of such modifications, updates or amendments.

17. In the event of any conflict between the version in English and other language versions, the English version shall prevail.

Kindly contact us at 03 2712 8882 or *customercare@mii.org.my* should you have any queries.

Thank you for your continued support.