

## PRIVACY NOTICE

### Re: Personal Information – Notice and Consent

#### Dear Valued Consumer

Thank you for your continuous support. As the Personal Data Protection Act 2010 (PDPA) has taken effect in 2013, LAKU Management Sdn Bhd ("LAKU") values our customer's privacy and in our effort to ensure compliance to the said Act we wish to draw your attention to LAKU's privacy policy as follows:

#### What Personal Information Do We Collect?

LAKU processes your personal information, such as your name, identification card number, address, mailing address, phone number(s), email address(es), and other information relevant to your account with LAKU which you had previously provided when you applied for our products and services through contact with us.

#### How We Use Your Personal Information?

Please be informed that your personal information is being processed by LAKU for the following purposes ("**Purpose**"):-

1. assessing your application and to manage your account in the most efficient way that we can.
2. to contact you about other water related goods and services.
3. updating and managing the accuracy of LAKU's records;
4. communications and ensuring customer satisfaction, such as conducting surveys to improve the quality of our products and services, responding to inquiries and complaints and to generally resolve disputes;
5. determining the amount of your indebtedness and recovering debt that you owe to LAKU (if any);
6. protecting LAKU's interests and other ancillary or related purposes.

#### Disclosure of Your Personal Information

Your personal information may be disclosed to LAKU's service providers or agents who are involved in providing the products and/or services; any credit reference agencies or, in the event of default, any debt collection agencies; due to reasons of law, legal process, litigation, and/or requests from public and governmental authorities and any disclosure will be to such public and governmental authorities only for the Purpose. Your personal information may also be disclosed or transferred to relevant third parties as a result of any restructuring, sale or acquisition of LAKU, provided that the recipient uses your personal information for the Purpose only. Please note that it is necessary for LAKU to process your personal information for the Purpose, without which LAKU will not be able to provide the product and service that you have requested from LAKU.

By providing us with personal data, you have consented to us handling it for the purpose mentioned. If you would like to change the way we are able to contact you, you can contact the nearest LAKU office with your account details and your request.

You may request for access to, correction, or deletion of your personal information or limit the processing thereof (including personal data of others provided by you) at any time hereafter. Any inquiries or complaints with respect to your personal information may also be submitted to LAKU via **post, email or facsimile transmission to the following address or the nearest LAKU office:**

**LAKU Management Sdn Bhd**  
**6<sup>th</sup> Floor, Soon Hup Tower**  
**Lot 907 Jalan Merbau**  
**98000 Miri, Sarawak**  
**Facsimile number: 085-442005**  
**email: lakumyy@lakumanagement.com.my**

LAKU may modify or update this privacy notice to reflect any changes to its privacy practices. In any case, an updated version of this notice is available on [www.lakumanagement.com.my](http://www.lakumanagement.com.my).

We trust that you consent and agree to the terms above with respect to our processing of your personal information. If you do not consent to the above, kindly contact us at the above mentioned contact details.

Yours faithfully

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**Chief Executive Officer**  
**LAKU Management Sdn Bhd**

03 September 2015