

	<b>PRIVACY NOTICE</b>
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## 1. INTRODUCTION

In compliance with the Personal Data Protection Act 2010 (“the Act”) and its regulations, this notice is issued to all our valued clients and/or prospective clients. This Notice will inform you of your rights with regards to your personal data that has been and/or will be, collected and processed by us.

## 2. 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 KPJ Healthcare College Johor Bahru (KPJCJB), its subsidiary (ies), its associated company (ies) (“we”, “our”, “us” or “company”). Your personal data enables us to achieve the “Purpose” herein that is in connection with our business.

## 3. DESCRIPTION OF PERSONAL DATA

- a. Name;
- b. Identity Card no;
- c. Gender;
- d. Email address;
- e. Mobile phone no;
- f. Passport no;
- g. IP address;
- h. Images (still/recording)

- i. Sensitive personal data, and any;
- j. Personally Identifiable Information (PII) defined by International laws or standards

## 4. PURPOSES FOR COLLECTION OF PERSONAL DATA

- a. Student or potential student: your personal information is collected and further processes by KPJCJB as required permitted by law and for various academic, educational and administrative purposes, including the following:
  - i. To establish your personal identification and background;
  - ii. To assess and process your application for admission and financial aid, insurance coverage, and visa application (as may be applicable);
  - iii. To notify you about benefits and changes to the features of KPJCJB’s product and services via appropriate communication channels including through WhatsApp, short messaging service, telephone calls, electronic mail, facsimile and/or any other appropriate channels (hereinafter referred to as “Communication Channels”)
  - iv. To inform you on KPJCJB’s latest education and service announcements and upcoming events including providing you with information on our and third party products, services and offers which may be of interest to you through the Communication Channels;
  - v. To inform you about the progress of students, semester billing, outstanding tuition fees and other financial inquiries;

- vi. To share your Personal Data to third party agent/debt collectors/lawyer in order to protect or enforce our rights to recover any debt owing to us
- vii. To share the Personal Data when required by sponsor, programmes certification bodies, local and international higher education institutions, auditors for internal/external auditing and reporting, as well as insurance companies to apply for and obtain insurance policy, risk and safety management;
- viii. To manage our business and your relationship with us;
- ix. To update, consolidate and improve accuracy of our internal record keeping;
- x. To contact you in the event of an emergency or accident;
- xi. To protect or enforce our rights to recover and debt owing to us;
- xii. To respond to requests or complaints received by us, to the extent that is necessary; and
- xiii. For any other purpose that is required or permitted by any law, regulations and/or guidelines as may be prescribed from time to time.
- xiv. To assist you in placement, internships or attachments with third parties (where such internships, placements or attachments are required in order to complete your course);
- xv. To manage your use of our facilities and management of our events such as resources centre, hostel, computing facilities, graduation, alumni;

- xvi. To operate our campuses in a manner which is physically safe, secure and befitting of health and safety requirements;
- xvii. To ensure that the content from our website is presented in the most effective manner for you and for your computer and/or device;
- xviii. To fulfil any requirements of enforced laws and rules and disclose under the requirements of any enforced laws, regulations, directive, court orders, guideline, directives, court orders, by-laws, guidelines, circulars or canon law enforced against KPJCJB; and
- xix. For KPJCJB internal records management.

## 5. SOURCES OF PERSONAL DATA

- a) **Student or potential student:** KPJCJB collects your personal information directly from you or indirectly from your parents, guardians and/or recruitment agents when you, your parents, guardians and/or recruitment agents send us completed enquiry, application and/or registration forms via various means, including online and physical hardcopies at public venues, seminars held at schools and/or when you, your parents/guardian and/or your recruitment agents visit our campuses. Your personal information may also be collected from cookies through the use of our website.
- b) **Parent/ guardian of our student or potential student:** KPJCJB collects your personal information directly from you or indirectly from your child, recruitment agents when you send us completed enquiry, application and/ or registration forms via various means, including online and physical hardcopies at public venues, seminars held at schools and/ or

when you, your child and/ or your recruitment agents visit our campuses. Your personal information may also be collected from cookies through the use of our website.

- c) **Client/ customer or potential client/ customer for our product, services, events, conferences, seminar and/or other marketing activities organised by us:** KPJCJB collects your personal information directly from you when you express an interest to be contacted for such events and marketing activities (including business card collections via fish bowl method or during previous events organised by us). Your information may also be collected indirectly (for example, via trade/online directories) or from cookies through the use of our website.
- d) **Financial aid application:** KPJCJB collects your personal information directly from you when you fill up the application form via online/ physical hardcopy. Your information may also be collected indirectly from your parents and guardians or from cookies through the use of our website.
- e) **Vendor, supplier or service provider:** KPJCJB collects your personal information directly from you or indirectly from your employer or credit reference agencies when tendering for projects or as part of the commercial transactions. Your personal information may also be collected from cookies through the use of our website.

## **6. DISCLOSURE OF PERSONAL DATA**

We may disclose client's personal data to other subsidiaries within our group. These subsidiaries will treat client's personal data as confidential, in accordance with this Privacy Policy and with all applicable Data Protection legislation and with process such personal data only for the personal data under our control, including personal data disclosed by us to a vendor (often referred to as the "data processor"). We take every measure to provide a

comparable level of protection for personal data should the information be processed by a Vendor. KPJCJB is committed to complying with the Personal Data Protection Act 2010, in particular, its policies as well as corresponding guidelines and orders.

Your personal data also is shared with a range of external organisations as is necessary for the purposes set out above and as permitted or required by law, including the following:

- Higher Education Authorities such as Ministry of Higher Education, Malaysia Qualification Agency and other Higher Education Statistic Agency;
- PTPTN/MARA/KPJ Hospital/Zakat authorities and other funder/financial aid institutions;
- The providers of any external or collaborative learning or clinical placement/internship;
- External Examiners and assessors and external individuals involved in relevant University committees or procedures;
- Any relevant professional or statutory regulatory bodies such as tax authorities, Immigration Department (for international students);
- Occasionally and when necessary internal and external auditors or regulators;
- Appointed third party debt collection agencies and lawyer.

## **7. SECURITY OF PERSONAL DATA**

KPJCJB uses strict procedures and security features to prevent unauthorised access wherever possible. Personal data provided to KPJCJB via our website or via any Applications, online credit card transactions are protected during

transit using encryption such as Transport Layer Security (TLS). When personal data is stored by KPJCJB, we use computer systems with limited access housed in facilities using physical security measures. Data stored in cloud services is in encrypted form including when we utilize third-party storage. The level of security of personal data which kept in a non-electronic environment are also treated with strict procedures and means.

#### **8. USE OF COOKIES**

The cookies used by the Website are solely associated to anonymous users and their computers and do not provide personal data on users. Some cookies are used by third parties to provide KPJCJB with data on the effectiveness of its engagements and promotions. The cookies used by the Website not in any way collect personal data that could be used to identify a specific user. In addition, cookies are of a temporary nature, used solely a specific user. In addition, cookies are of a temporary nature, used solely to improve the efficiency of the last transmission. Users may configure their browser to notify them of the reception of cookies and to prevent their installation on their computer.

#### **9. TRANSFER OF PERSONAL DATA**

We are very serious about providing a comparable level of protection for personal data should the information be processed or used outside Malaysia by our vendors or experts.

#### **10. 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 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 newsletters and contacts.

#### **11. DATA SUBJECT’S OBLIGATIONS**

It is necessary for KPJCJB 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, KPJCJB is 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 relationships created or to be created or to be created between us shall then be terminated and ceased to be in effect immediately.

#### **12. THE RIGHTS OF DATA SUBJECT**

- a) To request access to personal data  
Clients have the right to request for access to personal data processed by us on with reasonable notice. Access request can be made through online by filing up the Data Access Request Form.
- b) To request correction of personal data  
Clients have the rights to request for correction and/or update of your personal data that is inaccurate, incomplete or outdated. Correction requests can be made through online by filing up the Data Correction Request. To limit processing of your personal data, Clients are 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. CHANGES TO PRIVACY POLICY**

We reserve the right to amend this Privacy Policy from time to time without prior notice. We advise that you check our website for this Privacy Policy on a regular basis. Kindly view our privacy notice on the website, <https://www.kpju.edu.my/pdpa-notice/>

#### 14. ACKNOWLEDGEMENT AND CONSENT

(\*\* Select the option which suits your preference)

##### \*\* OPTION 1

I have read this Privacy Notice and understand the reasons for the collection of my personal data and the ways in which the data may be used and disclosed. I have been provided with a copy of the Privacy Notice and/or have been informed of the matters therein.

I am also aware that I can access and correct my personal data on request and if necessary. However, I understand that if, in exceptional circumstances, access is denied for legitimate purposes, that the reasons for this and possible remedies will be made available to me.

I have read the above information and by signing and returning a copy of this Notice, I expressly agree and consent to the use, processing, disclosure and transfer of my personal data by the KPJCJB as described in this Notice. Should there be a need to retract my consent on processing personal data, I shall write a notice to KPJCJB to cease the processing of the personal data.

**Please tick as appropriate**

I ☐ agree / ☐ disagree to receive communication on marketing and promotion via email ☐ / phone calls ☐ / text message ☐ and/or newsletters ☐

Signature	:	
Name	:	
Date	:	
Programme	:	

OR

##### \*\* OPTION 2

By communicating, engaging with KPJCJB or use 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 the KPJCJB as described in this Notice. Any email KPJCJB sends to you will contain an automated unsubscribe link so that you can opt-out of the mailing list. You can also withdraw your consent by written notice or fill in the form on the website.

#### 15. 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 Privacy Notice, please contact or write to us at:

Contact Number : 07-3601907

Email : [zaliza@kpju.edu.my](mailto:zaliza@kpju.edu.my)

Address : Principal

KPJ Healthcare College Johor Bahru  
No 1, Jalan Dato Onn 1, Bandar Dato Onn,  
81100 Johor Bahru, Johor

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  - iv. To inform you on KPJIC Penang’s latest education and service announcements and upcoming events including providing you with information on our and third party products, services and offers which may be of interest to you through the Communication Channels;
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- xvi. To operate our campuses in a manner which is physically safe, secure and befitting of health and safety requirements;
- xvii. To ensure that the content from our website is presented in the most effective manner for you and for your computer and/or device;
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- The providers of any external or collaborative learning or clinical placement/internship;
- External Examiners and assessors and external individuals involved in relevant University committees or procedures;
- Any relevant professional or statutory regulatory bodies such as tax authorities, Immigration Department (for international students);
- Occasionally and when necessary internal and external auditors or regulators;
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#### **8. USE OF COOKIES**

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#### 14. **ACKNOWLEDGEMENT AND CONSENT**

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#### **Please tick as appropriate**

I ☐ agree/ ☐ disagree to receive communication on marketing and promotion via email ☐/ phone calls ☐/ text message ☐ and/or newsletters ☐

Signature	:	
Name	:	
Date	:	
Programme	:	

**OR**

##### **\*\* OPTION 2**

By communicating, engaging with KPJIC Penang or use 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 the KPJIC Penang as described in this Notice. Any email KPJIC Penang sends to you will contain an automated unsubscribe link so that you can opt-out of the mailing list. You can also withdraw your consent by written notice or fill in the form on the website.

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Contact Number : 04-5382692  
Email : [salila@kpjuc.edu.my](mailto:salila@kpjuc.edu.my)  
Address : KPJ International College Penang  
No 565, Jalan Sg Rambai,  
14000 Bukit Mertajam , Penang

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- iii. To notify you about benefits and changes to the features of KPJU's product and services via appropriate communication channels including through WhatsApp, short messaging service, telephone calls, electronic mail, facsimile and/or any other appropriate channels  
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- iv. To inform you on KPJU's latest education and service announcements and upcoming events including providing you with information on our and third party products, services and offers which may be of interest to you through the Communication Channels;
- v. To inform you about the progress of students, tuition fees and other relevant payment;
- vi. To share the Personal Data when required by sponsor, programmes certification bodies, local and international higher education institutions, auditors for internal auditing and reporting, as well as insurance companies to apply for and obtain insurance policy, risk and safety management;
- vii. For periodic data analysis, research and to produce data, reports and statistics which have been redacted or aggregated in a manner that does not identify you to improve our services, customer communication and analysis of your transactions with us;
- viii. To manage our business and your relationship with us;
- ix. To update, consolidate and improve accuracy of our internal record keeping;
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- xi. To protect or enforce our rights to recover and debt owing to us;
- xii. To respond to requests or complaints received by us, to the extent that is necessary; and
- xiii. For any other purpose that is required or permitted by any law, regulations and/or guidelines as may be prescribed from time to time.
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- b) **Parent/ guardian of our student or potential student:** KPJU collects your personal information directly from you or indirectly from your child, recruitment agents when you send us completed enquiry, application and/ or registration forms via various means, including online and physical hardcopies at public venues, seminars held at schools and/ or when you, your child and/ or your recruitment agents visit our campuses. Your personal information may also be collected from cookies through the use of our website.
- c) **Client/ customer or potential client/ customer for our product, services, events, conferences, seminar and/or other marketing activities organised by us:** KPJU collects your personal information directly from you when you express an interest to be contacted for such events and marketing activities (including business card collections via fish bowl method or during previous events organised by us). Your information may also be collected indirectly (for example, via trade/online directories) or from cookies through the use of our website.
- d) **Scholarship recipient:** KPJU collects your personal information directly from you when you fill up the application form via online/ physical hardcopy. Your information

may also be collected indirectly from your parents and guardians or from cookies through the use of our website.

- e) **Vendor, supplier or service provider:** KPJU collects your personal information directly from you or indirectly from your employer or credit reference agencies when tendering for projects or as part of commercial transactions. Your personal information may also be collected from cookies through the use of our website.

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We are very serious about providing a comparable level of protection for personal data should the information be processed or used outside Malaysia by our vendors or experts.

#### **10. 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 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 newsletters and contacts.

#### **11. DATA SUBJECT’S OBLIGATIONS**

It is necessary for KPJU 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, KPJU is 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 relationships created or to be created or to be created between us shall then be terminated and ceased to be in effect immediately.

#### **12. THE RIGHTS OF DATA SUBJECT**

a) To request access to personal data

Clients have the right to request for access to personal data processed by us on with reasonable notice. Access request can be made through online by filing up the Data Access Request Form.

b) To request correction of personal data

Clients have the rights to request for correction and/or update of your personal data that is inaccurate, incomplete or outdated. Correction requests can be made through online by filing up the Data Correction Request. To limit processing of your personal data, Clients are 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. CHANGES TO PRIVACY POLICY**

We reserve the right to amend this Privacy Policy from time to time without prior notice. We advise that you check our website for this Privacy Policy on a regular basis. Kindly view our privacy notice on the website, <https://www.kpju.edu.my/pdpa-notice/>

### **14. ACKNOWLEDGEMENT AND CONSENT**

(\*\* Select the option which suits your preference)

#### **\*\* OPTION 1**

I have read this Privacy Notice and understand the reasons for the collection of my personal data and the ways in which the data may be used and disclosed. I have been provided with a copy of the Privacy Notice and/or have been informed of the matters therein.

I am also aware that I can access and correct my personal data on request and if necessary. However, I understand that if, in exceptional circumstances, access is denied for legitimate purposes, that the reasons for this and possible remedies will be made available to me.

I have read the above information and by signing and returning a copy of this Notice, I expressly agree and consent to the use, processing, disclosure and transfer of my personal data by the KPJUC as described in this Notice. Should there be a need to retract my consent on processing personal data, I shall write a notice to KPJU to cease the processing of the personal data.

**Please tick as appropriate**

I ☐ agree/ ☐ disagree to receive communication on marketing and promotion via email ☐ / phone calls ☐ / text message ☐ and/or newsletters ☐

Signature	:	
Name	:	
Date	:	

**OR**

#### **\*\* OPTION 2**

By communicating, engaging with KPJU or use 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 the KPJU as described in this Notice. Any email KPJU sends to you will contain an automated unsubscribe link so that you can opt-out of the mailing list. You can also withdraw your consent by written notice or fill in the form on the website.

#### **15. 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 Privacy Notice, please contact or write to us at:

Contact No.	Email Address	Department
06-726 9151	<a href="mailto:rosma@kpju.edu.my">rosma@kpju.edu.my</a>	Quality
06-726 9109	<a href="mailto:huda@kpju.edu.my">huda@kpju.edu.my</a>	Admission
06-726 9130	<a href="mailto:sufatra@kpju.edu.my">sufatra@kpju.edu.my</a>	Examination
06-7269139	<a href="mailto:ucn.irna@kpju.edu.my">ucn.irna@kpju.edu.my</a>	Post Graduate Studies
06-7269149	<a href="mailto:shahrina@kpju.edu.my">shahrina@kpju.edu.my</a>	Human Resource Management

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