

PRIVACY POLICY



Overview

This Privacy Policy explains our policy which includes the use and protection of any personal information submitted by our Directors, employees, port users, contractors, visitors and job applicants.

Personal Data

The Personal Data Protection Act 2010 requires us to obtain your consent for the processing of your personal data.

The Personal Data which we may collect includes:

- (i) Information provided by you to any of our departments when you fill in or update your information with us including name, IC no, photograph, contact details and health condition;
- (ii) The contents of all documents submitted to us including tender documents, resume and port pass application;
- (iii) Any messages or comments you submit to us in whatever manner, which may include information such as name, email address and telephone number; and
- (iv) Online log information;

(collectively referred to as "Personal Data").

Therefore, we wish to inform you that the Personal Data and other information previously provided in your transaction with us will likely continue to be used and processed by us for the following purposes:

- (i) To communicate with you;
- (ii) To provide services to you;
- (iii) To respond to your inquiries;
- (iv) To conduct market surveys and trend analysis;
- (v) To discharge our contractual obligations to you;
- (vi) To disclose third parties in order to perform functions or services as required by us. For example, for audit purposes or insurance placement;
- (vii) To update our database for human capital management;
- (viii) To supply your Personal Data to government bodies and regulatory authorities to discharge statutory obligations or for any legal purposes;

- (ix) Where you have provided your resume, to consider you for any position that may arise in our company; and
- (x) Activities which are relevant to the operation, administration, development, enhancement or support of our business;

(collectively referred to as the "Purposes").

The same will apply for any Personal Data which may be provided by you in the future.

Your Privacy

Please note that it will be necessary for us to process your Personal Data, without which we will not be able to continue to conduct any of the above Purposes.

If you choose to register or transact using our portal or send an e-mail which provides Personal Data, the Personal Data may be shared where necessary, with other departments so as to serve you in the most efficient and effective manner. For example to resolve or address complaints that requires escalation to other departments.

Please be ensured that your Personal Data will not be processed/used other than for the Purposes set out above.

Log Information

When you access our portal, our web servers will automatically record information that your browser sends whenever you visit a website. These server logs may include information such as your web request, Internet Protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.

Cookies

Certain websites including our portal generate 'cookies' to recognise your future visit. Cookies are collected by web-servers but do not permanently record data and are not stored on your computer's hard drive. Once you close your browser, the cookie is automatically deleted, unless you have enabled it on your computer.

Data Protection

We take Personal Data protection seriously by protecting your Personal Data from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.

We use leading technologies including encryption to safeguard any data given to us online. Encryption is the most secure and widely practiced in any organisation. We also have in place, strict document security standards and procedures to prevent unauthorised access for both electronic and manual data collection/process/use.

Storage and Retention

Your Personal Data shall be stored either in hard copies in our office or soft copies stored in servers located in or outside Malaysia and operated by us or our service providers.

To safeguard your Personal Data, all electronic storage and transmission of Personal Data are secured and stored with appropriate security technologies and standards.

Any Personal Data supplied by you will be retained by us for at least six (6) years for the fulfilment of the Purposes or any such form deemed necessary to satisfy legal or accounting requirements or to protect our interests.

Information Collected

No Personal Data is gathered during the browsing of our portal except for information given by you via web-forms, which is in a secure portion of our portal.

We ensure that the Personal Data collected/processed is accurate, complete, not misleading and kept up-to-date according to your submission.

Changes to this Policy

If this privacy policy changes in any way, it will be updated on this page. Regularly viewing this page ensures you are updated on the information which is collected, how it is used and under what circumstances, if any, it is shared with other parties.

Request and Enquiries

We do not offer any online facilities for you to delete or change your Personal Data held by us. However, you may request for the following to our Personal Data Protection Officer via registered post or email:

- (i) Deletion
- (ii) Access
- (iii) Correction
- (iv) Amendment
- (v) Limiting the processing of Personal Data
- (vi) Any queries and other applications

Please be aware that we will require certain information for identification of the requestor. Therefore, please provide your name, IC/Passport No, contact details, in your request to us. We may conduct internal and external checking on the information supplied so as to authenticate your identity.

Please contact our Personal Data Protection Officer at:

Postal address:

**Personal Data Protection Officer
Level 4, Northport 'A' Building
Northport (Malaysia) Bhd
Jalan Pelabuhan, Pelabuhan Utara
42000, Pelabuhan Klang
Selangor Darul Ehsan**

Email address:

pdpa@northport.com.my

Please allow us to process your request within 21 days from the receipt of your request by us. To assist us to process your request, please indicate the type of Personal Data (for example: personal details or photograph) and location of the Personal Data (for example: port pass application form or vendor registration form) which you would like to remove/update/correct/limit.

There will be situations where we will be unable to grant your request. For example, you did not provide sufficient information for identification purposes or non-removal of your Personal Data is necessary for the performance of our contractual obligation or you failed to prove the inaccuracy of the Personal Data or where your request constitutes a violation of law. In the event we are unable to comply with your request, we will inform you via registered post/email which will be sent to the same address in the request letter/email.

We reserve the right to charge you a reasonable fee for processing your requests.