

PRIVACY POLICY

Effective Date: 01.01.2022

Easy PG Sdn. Bhd. (including its partners as listed below) ("Easy PG") is concerned about privacy issues and wants you to be familiar with how we collect, use and disclose information. This Privacy Policy is formulated in accordance with the Personal Data Protection Act 2016 and covers the collection and use of information when you engage in the services of our pawn shop and when you visit the apps; [EasyPG]

By using the services of our pawn shops and/or our Apps you agree to the terms and conditions of this Privacy Policy.

OUR PARTNERS

- P MASTER (LITTLE INDIA KLANG) SDN. BHD.
- P MASTER (TMN ALAM MEGAH) SDN. BHD.
- P MASTER (BSP JENJAROM) SDN. BHD.
- P MASTER (TEMERLOH) SDN. BHD.
- P MASTER (TMN PENDAMAR INDAH) SDN. BHD.
- MEDAN WATAN SDN. BHD.

COLLECTION AND PROCESSING OF PERSONAL DATA

Information you give us. When you submit inquiries, request information, give us feedback on or in relation to our apps or engage in the services of our pawn shop, we may request for the relevant personal information such as follows:

- Name;
- Address;
- Phone number(s);
- Date of birth;
- Gender;
- Identity Card number or Passport number;
- Nationality;
- Race;
- Specification of the items pawned by you (i.e.: weight, length, gold type, brand, etc.)

We may also ask you to provide other information in connection with your request.

Information from contacting us via Instant Messaging Apps. We may automatically receive information such as your name and mobile telephone number when you contact us via instant messaging apps such as WhatsApp and WeChat.

CCTV footage. CCTV footage of your image may be recorded by our CCTV equipment when you visit our pawn shop.

PURPOSES OF USE

All personal data and other information collected may be used by EasyPG in the aggregate or individually and may be combined with other information for the following purposes:

- providing you with Services that you have requested for, including use of the eShop and iPayment Service;
- responding to and taking follow-up action on complaints;
- seeking feedback and comments on EasyPG's business and operational matters;
- marketing the activities, events and services of EasyPG and its business partners;
- providing you with updates on EasyPG; and/or

- purposes relating to any of the above.

By providing your personal data to us, you hereby consent to allow us to use the personal information provided for the above purposes.

ACCESS AND CONTROL OF DATA

We offer settings to control and manage some aspects of the personal information that we have about you. You may update any of your personal information we possess by means of updating and accessing your account details, and if not, then by contacting us.

RETENTION OF DATA

We retain collected personal information while your account is in existence or as needed to provide you with the Services. This includes data you provide to us, and data generated or inferred from your use of our Services.

We will retain your personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or allowed by law.

USE OF OUR WEBSITE BY CHILDREN

Our apps is not directed to minors, and we request that children under 18 not provide personal information through our Website.

RIGHT TO WITHDRAW CONSENT, REQUEST ACCESS TO, AND CORRECTION OF PERSONAL DATA

If you would like to review, correct, update, suppress, or otherwise limit our use of your personal information that has been previously provided to us you may visit us at our pawn shop.

We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you opt-out as described above, we will not be able to remove your personal information from the databases of our affiliates with which we have already shared it. Please also note that if you do opt-out of receiving marketing-related messages from us, we may still send you important administrative messages as part of your ongoing use of our products or services.

Our Customer Service Team is responsible for ensuring that requests for access to information and amendment of information are properly dealt with. All requests for information or requests for the amendment of information held by EasyPG shall make through to our Customer Service Team by emailing them to easypg20@gmail.com.

DISCLOSURE OF YOUR PERSONAL DATA

For the above-described purposes, we may have to disclose your personal data to any member of our group or to third parties such as our service providers and professional advisors.

It is possible that we will need to access, ready, preserve and/or disclose personal information about you when required by law, subpoena, or other legal process or if we have a good faith belief that disclosure is reasonably necessary to:

investigate, prevent, or take action regarding suspected or actual illegal activities or to assist government enforcement agencies;

- enforce or apply our Terms and Conditions and/or other agreements with you;
- investigate and defend ourselves against any third-party claims or allegations;
- protect the security or integrity of our Services (such as by sharing with companies facing similar

threats); or

- exercise or protect the rights, property or safety of Easy PG, or any other party.

In sharing your personal information with third parties, we will endeavour to ensure that the third parties and our affiliates keep your personal information secure from unauthorised access, collection, use, disclosure, or similar risks and retain your personal information only for as long as they need your personal information to achieve the abovementioned purposes.

If any disclosure of your information involves the transfer of your personal information out of Malaysia, we will take steps to ensure that the receiving jurisdiction has in place a standard of protection accorded to personal information that is comparable to the protection under or up to Malaysia's data protection legislation.

SAFEGUARDING YOUR ACCESS

We are committed to protecting the security and confidentiality of your information so as to provide you with a safe and secure online environment. We have implemented reasonable security arrangements including physical, administrative, technical, and electronic security measures to protect against the loss, misuse, and alteration of your personal information. Despite our best efforts, however, no security measures are perfect or impenetrable. You are advised that, should you choose to provide information or data to us and/or through the Sites and/or our Services, the security of any information transmitted over the Internet cannot be guaranteed. In the event where you believe your privacy has been breached, please contact us immediately.

Apart from the security measures put in place, you play an equally important role in ensuring your online security and account information is not compromised. You should adopt the following recommended practices in protecting the security of your system:

Do not share your Username, Password or other Account information with anyone.

Do not display your Username, Password or other Account information in a manner that is visible to others and the computer or mobile device that you use to access the apps should never be left unattended.

Log out of the apps each time after completing your Transactions.

Always use the recommended browser and operating system to access the Sites. All browsers and application software should be upgraded to support SSL 256-bit encryption.

Always check that the website address on the EasyPG Website changes from http:// to https:// and a security icon, usually in the form of a lock or key, appears when authentication and encryption is expected.

Ensure that you regularly update to the latest version of the EasyPG App.

THIRD PARTY WEBSITES

Our Sites may, from time to time, contain links to and from third party websites. The privacy policies of these third parties are not under EasyPG's control and may differ from EasyPG's and you should read the privacy policies of these third parties carefully. The use of any information that you may provide to any third party, or the use of "cookie" technology by any third party, will be governed by the privacy policy of the operator of the third party website that you are visiting.

If you have any doubts about the privacy of the information that you are providing on such third party website, you should contact the third party website directly for more information and review their privacy policy. EasyPG shall not be responsible for the actions of such third parties in any manner whatsoever, including but not limited to any violation of such privacy policies or otherwise.

GENERAL AND UPDATES TO THIS PRIVACY POLICY

We may change this Privacy Policy. Please take a look at the “*Effective Date*” legend at the top of this page to see when this Privacy Policy was last revised. Any changes will become effective when we post the revised Privacy Policy on our Website. Your use of our Website following these changes means that you accept the revised Privacy Policy.

You acknowledge that, notwithstanding this Policy, we have at all times the right to disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities pursuant to applicable law and our legal obligations. This may arise from any investigation, order, or request by such parties. To the furthest extent permissible by law, you agree not to take any action and/or waive your rights to take any action against us for the disclosure of your personal information in these circumstances.

If you wish to contact us for anything in relation to this Policy, please feel free to contact our Customer Service Team by emailing to easyg20@gmail.com.