

HEALTHRENEW CLINIC (HEALTHRENEW SDN BHD) PRIVACY POLICY

HEALTHRENEW CLINIC (Owned and Operated by HEALTHRENEW SDN BHD) (collectively, "HRC") respects and is committed to the protection of your personal information and privacy. This Privacy Policy explains how we collect, process and handle your personal information in accordance with the Malaysian Personal Data Protection Act 2010 (hereinafter referred to as the "PDPA").

1. This Personal Data Protection and Privacy Policy is issued to all our patients, including current patients, existing patients and prospective patients, contacts and employees in accordance with the PDPA which came into force on 15 November 2013.

2. Nature of Personal Data:

Personal data means any information which relates to you and which was collected or provided to HRC via forms, oral or written communications. If you fail to supply us the personal data, we may not be able to process and/or disclose your personal data for any of the Purposes stated in Section 4) below.

3. Your personal data processed by us may include, where relevant:-

- a) Name, Date of Birth, Identity card/ Passport Number
- b) Gender
- c) Nationality
- d) Postal Address (Home and/ or Office)
- e) Contact details (Telephone number, email)
- f) Occupation, Position, Employer and Company name
- g) Marital status and details of children
- h) Financial and credit details, bank name and other banking information, tax file identification number, EPF number, SOCSO number
- i) Family or next of kin Information
- j) Medical history and personal health information
- k) Photograph of self – body part
- l) Information in audio/ video format (including voice, closed-circuit television ("CCTV" or security recordings)
- m) Images (including photographs, biometric information)
- n) Panel Company details (form 9,24,49)
- o) Sensitive data related to physical or mental information, politics, criminal history, race, ethnicity and religion

4. Purpose of the Personal Data

Your personal data may be processed for the following purposes, where relevant:-

- a) For medical and healthcare services (Including referral to other healthcare provider such as Private and Public Hospitals and Laboratories)
- b) Assessing your application or request
- c) To establish and manage medical records and medical reports
- d) To communicate and respond to request, queries, complaints and legal issues
- e) To facilitate payment process related to the patients / to facilitate invoicing process to Panel Companies
- f) To report the personal data to the relevant authorities and/or third parties under the governing laws relevant to the healthcare industry
- g) To conduct research, analysis and improvement
- h) To provide information on available products and services

- i) To provide information on products and services of HRC business partners
- j) To facilitate human resource management activities relating to employees
- k) For submission and registration of relevant forms, licenses to the relevant authorities and/or third parties under the governing laws relevant to the healthcare industries
- l) To share personal data for the purpose of banking facilities, signing of legal and accounting documents
- m) For education and training
- n) Other legitimate business activities of HRC;
- o) If relevant, such other purposes as set out in the General Terms and Conditions and, if applicable, Campaign Terms and Conditions.
- p) Administer your participation in contests

5. Disclosure of the Personal Data:-

Your personal data may be disclosed to the following parties, where relevant:-

- a) Healthcare professional (as defined in PDPA)
- b) Government agencies, local authorities, non-government agencies
- c) Paying and insurance agents
- d) Debt collection authorities and agencies
- e) Financial institutions
- f) Legal firms
- g) Auditors
- h) Other private and public hospitals
- i) Other Healthcare providers
- j) Family and next of kin
- k) To such parties as may be required by law, court, regulator or legal process to disclose
- l) To such parties as may be permitted under the laws of Malaysia
- m) Any other person which Healthrenew Clinic may deem necessary

6. Source of Personal Data:-

6.1 Patient or potential patient/ customer:

HRC collects your personal information directly from you or indirectly from your legal representatives (family members or next of kin) through any oral or written communications; or medical chits from employers (Panel Companies), application or registration forms via various means, including online and physical hardcopies.

6.2 Vendors, suppliers or service provider:

HRC collects your personal information directly from you or indirectly from your employer, online and physical hardcopies.

6.3 Potential employee and permanent employees:

HRC collects your personal information directly from you or indirectly from your representatives that send us completed enquiry, we collect permanent employee's personal data or curriculum vitae via employees or details form hardcopies.

6.4 Panel Companies:

HRC collects your company information directly from Human Resource Department via panel application form.

7. Obligatory Personal Information:

7.1 All information requested in the relevant forms is obligatory to be provided by you. Should you fail to provide the obligatory information, we would be unable to process your request and/ or provide you with relevant services.

7.2 We shall do our best to ensure that the personal data we hold about you is accurate, complete, not misleading and up-to-date. You may access and request for correction of your personal data, to limit the processing of your personal data, or to contact us with any enquiries or complaints in respects of your personal data as follows:

Healthrenew Clinic

Tel: +6088-388557

Email: hr.admin@healthrenew.my

7.3 We may refuse to comply with your request for access or correction to your personal data under the Act and if we refuse to comply with such request, we will inform you of our refusal and reason for our refusal.

7.4 We shall keep the data of 10 years for the purpose of any enquiry, investigation, legal suit and reference.

8. Language:

In accordance to Section 7, PDPA Subsection (3), this Privacy and Personal Data Protection Policy is