

## Terms Of Use

### CONDITIONS OF USE

Welcome to our online VACCINE CIDBLINK and its associates provide their services to you subject to the following conditions. If you visit or shop within this website, you accept these conditions. Please read them carefully.

### PERSONAL DATA PROTECTION ACT (PDPA) & PRIVACY

Please review our Privacy Notice, which also governs your visit to our website, to understand our practices.

### ELECTRONIC COMMUNICATIONS

When you visit VACCINE CIDBLINK or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

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## YOUR MEMBERSHIP ACCOUNT

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. If you are under 18, you may use our website only with involvement of a parent or guardian. VACCINE CIDBLINK and its associates reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in their sole discretion.

## REVIEWS, COMMENTS, EMAILS, AND OTHER CONTENT

Visitors may post reviews, comments, and other content: and submit suggestions, ideas, comments, questions, or other information, so long as the content is not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights, or otherwise injurious to third parties or objectionable and does not consist of or contain software viruses, political campaigning, commercial solicitation, chain letters, mass mailings, or any form of "spam." You may not use a false e-mail address, impersonate any person or entity, or otherwise mislead as to the origin of a card or other content. VACCINE CIDBLINK reserves the right (but not the obligation)

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## RISK OF LOSS

All items purchased from VACCINE CIDBLINK are made pursuant to a shipment contract. This basically means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

## PRODUCT DESCRIPTIONS

VACCINE CIDBLINK and its associates attempt to be as accurate as possible. However, VACCINE CIDBLINK does not warrant that product descriptions or other content of this site is accurate, complete, reliable, current, or error-free. If a product offered by VACCINE CIDBLINK itself is not as described, your sole remedy is to return it in unused condition.

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## APPLICABLE LAW

By visiting VACCINE CIDBLINK, you agree that the laws of the state of MALAYSIA, without regard to principles of conflict of laws, will govern these Conditions of Use and any dispute of any sort that might arise between you and VACCINE CIDBLINK or its associates.

## DISPUTES

Any dispute relating in any way to your visit to VACCINE CIDBLINK or to products you purchase through VACCINE CIDBLINK shall be submitted to confidential arbitration in MALAYSIA, except that, to the extent you have in any manner violated or threatened to violate VACCINE CIDBLINKs intellectual property rights, VACCINE CIDBLINK may seek injunctive or other appropriate relief in any state or federal court in the state of MALAYSIA, and you consent to exclusive jurisdiction and venue in such courts. Arbitration under this agreement shall be conducted under the rules then prevailing of the American Arbitration Association. The arbitrators award shall be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under this Agreement shall be joined to an arbitration involving any other party subject to this Agreement, whether through class arbitration proceedings or otherwise.

## SITE POLICIES, MODIFICATION, AND SEVERABILITY

Please review our other policies, such as our Shipping and Returns policy, posted on this site. These policies also govern your visit to VACCINE CIDBLINK. We reserve the right to make changes to our site, policies, and these Conditions of Use at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

## QUESTIONS:

Questions regarding our Conditions of Usage,  
or other policy related material can be directed  
staff by clicking on the "Contact Us" link in the side menu. Or you can email us at:  
[vaksin@cidbh.com.my](mailto:vaksin@cidbh.com.my)

Privacy Policy,  
to our support

## Personal Data Protection Policy

### Personal Data Protection Policy

At CIDB (Company No.), and our subsidiaries, we are committed to protecting your privacy in accordance with the Personal Data Protection Act 2010 of Malaysia ("PDPA"). This Policy explains:

the type of personal data we collect and how we collect it

how we use your personal data

the parties that we disclose the personal data to; and

the choices we offer, including how to access and update your personal data.

### Personal Data We May Collect from You

We may collect the following personal data about you:

personal information to establish your identity and background such as your full name, passport or identity card number, nationality and religion

contact information such as billing address, premises address for electricity supply, telephone number, mobile phone number, fax number and email address

payment information such as your debit or credit card information, including the name of cardholder, card number, billing address, expiry date and other bank account details

sensitive information such as your racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background or trade union membership. We do not generally collect sensitive information unless it is necessary due to exceptional circumstances to serve you better and meet your particular needs

recording of your image via CCTV cameras installed at our Kedai Tenaga, branches or premises

recording of your photograph during any of our corporate events or third party open day

recording of calls placed by you to our customer services

function or post when you commence a business relationship with us

resume or CVs when you apply job with us

For general web browsing although no personal data is revealed to us, certain technical and statistical information is available to us via our internet service provider such as cookies, your IP address, the time, date and duration of your visit. If you provide us with any personal data relating to a third party (e.g. information of your spouse, children, parents, and/or employees), by submitting such personal data to us, you represent to us that you have obtained the consent of the third party to provide us with their personal data for the purposes as listed below.

#### How We Collect Your Personal Data

We may collect personal data either from you, from your authorized representatives, from third parties, or from publicly available sources which may include (but is not limited to):

when you register for our services (for example when you submit an application form to become our customer)

when you contact us in person, by a phone call or over the counter (for example when you contact us for any enquiries, complaints, comments or feedbacks, we may keep record of that correspondences)

when you participate in any surveys, questionnaires, competitions, contests, offers, or promotions done internally or via an appointed third party

when you commence a business relationship with us (for example, as a service provider, or business partner)

when you attend any of our courses

when you attend any of our corporate events or third party open day

when you visit or browse our websites

when you apply job with us

when you interact with us via social media or interactive applications including but not limited to Facebook, Twitter, and Instagram

when we collect information about you from third parties we dealt with or are connected with you (payment collector, housing developer, credit reporting agencies or financial institutions)

from such other sources where you have given your consent for the disclosure of personal data relating to you, and/or where otherwise lawfully permitted.

## Use of Personal Data Collected

You agree that we may use your personal data where permitted by applicable law and for the following purposes:

to verify your identity

to manage and maintain your account or contract with us

to notify you about benefits and changes to the services

to provide and improve our services to you including fulfilling audit requirements, billing for services, and facilitating payments

to carry out your instructions or to respond to any enquiries, complaints, comments or feedbacks that you have submit to us

to protect or enforce our rights to recover any debt owing to us

to compile information for analysis and in reports for relevant regulatory authorities

to transfer or assign our rights, interests and obligations under any of your agreements with us

to update, consolidate and improve the accuracy of our records

to administer competitions, contests, offers, or promotions

to produce data, reports and statistics which have been anonymised or aggregated in a manner that does not identify you as an individual

to conduct research for analytical purposes including but not limited to data mining and analysis of your transactions with us

to assess financial and insurance risks

to conduct surveys, questionnaire, and provide you with information from us or which we feel may interest you, where you have consented to be contacted for such purposes

to engage in business transactions in respect of services to be offered and provided to you

to comply with any legal or regulatory obligations under the applicable laws, regulations, guidelines or industry codes that applies to us

for internal management of the services being provided to you



to maintain records required for security, claims purposes

or other legal

to provide training for our staff

to conduct marketing and information technology activities (for example, market research)

to persons who have been identified as being you or your authorised representative(s) pursuant, for the purpose of the relevant transaction or enquiry

to third parties with whom we have contracted to provide services to us (such as analysis on our behalf) for any of the purposes described above. Where we disclose your personal data to third parties we shall ensure that such data is used only to provide services to us

for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

#### With Whom We Share Your Personal Data

As a part of providing you with our services and the management or operation of the same, we may be required or need to disclose information about you to the following third parties:

federal or state government

law enforcement agencies

government agencies

our regulator

companies or organisations that act as our agents, contractors, service providers or professional consultant

companies or organisations that assist us in processing and/or otherwise fulfilling transactions and providing you with services that you have requested

our business associates and other parties for purposes that are related to the purpose of collecting and using your personal data

other parties in respect of whom you have given your express or implied consent

List of third parties in Appendix V Code of Practice which is accessible [here](#).

Any credit reporting agencies or in the event of default, any debt collection agencies subject to the permitted law applicable to us.

## If Personal Data Provided by You Is Incomplete

Where indicated in our application or registration forms manually or electronically, it is obligatory to provide your personal data to us to enable us to process your application for our services. Should you fail to provide a complete and obligatory personal data, we may not be able to process your application or provide you with our services.

## Your Rights to Access and Correct Your Personal Data

We can assist you to access and correct your personal data held by us. Where you wish to have access to your personal data in our possession, or where you are of the opinion that such personal data held by us is inaccurate, incomplete, misleading or not up-to-date, you may make a request to us via our Data Access Request Form or Data Correction Request Form respectively. These forms are available at our our Kedai Tenaga and our web site, however your access may be subject to fees to meet our costs.

## How Long We Will Keep Your Personal Data

We will retain your personal data in compliance with this Policy and/or the terms and conditions of your agreement(s) with CIDB or its subsidiaries for the duration of your relationship with us, for such period as may be necessary to protect the interests of CIDB or its subsidiaries and/or its customers as may be deemed necessary, where otherwise required by the law and/or where required by CIDB's or its subsidiaries' s relevant policies.

## How We Protect and Safeguard Your Personal Data

We endeavour to take all reasonable steps to protect your personal data and keep your personal data secured. This includes following our security procedures (like checking your identity when you call us). Our site may link to other websites and we are not responsible for their data policies, procedures or their content.

## Transfer of Your Personal Data Outside Malaysia

Any personal data, which you volunteer to us, will be treated with the highest standards of security strictly in accordance with the PDPA 2010. It may be necessary for us to transfer your personal data outside Malaysia if any of our service providers or business partners are involved in providing part of a services are located in countries outside Malaysia. You consent to us transferring your personal data outside Malaysia in these instances. We shall take reasonable steps to ensure that

any such service providers or business partners are contractually bound not to use your personal data for any reason other than to provide the services they are contracted by us to provide and to adequately safeguard your personal data.

## Your Consent

By submitting your personal data, you consent to the use of that personal data as set out in this Policy. If we change our Policy, we will publish the amended version on this page. But you can email or write to us to ask for a copy. Continued use of the service will signify that you agree to any such changes.

## Our Contact Details

CIDB or its subsidiaries is committed to protecting your personal data. If you have questions or comments about CIDB's administration of personal data relating to electricity supply, please contact us at [CIDBcareline@CIDB.com.my](mailto:CIDBcareline@CIDB.com.my) or 1-300-88-5454.

If you have any questions, comments or suggestions regarding this Policy, we would be glad to hear from you. Please contact our CIDB Data Protection Officer at [dpo@CIDB.com.my](mailto:dpo@CIDB.com.my)