

PRIVACY NOTICE FOR CUSTOMERS

This Privacy Notice for Customers ("**Privacy Notice**") sets out how Farben Technique (M) Sdn. Bhd. (including its subsidiaries, affiliates, and related and/or associated companies) (hereinafter referred to as "**Company**", "**we**", "**us**", or "**our**") collect, use, protect and/or process personal information about you in connection with your dealings and relationship with us.

Types of Personal Data We Collect and Process

The types of personal data we may collect and process about you include:

- (a) name, age, gender, date of birth, nationality, and identification card/ passport details;
- (b) address, email address, and contact number;
- (c) financial information such as bank account details, credit or debit card details;
- (d) purchase records and history; and
- (e) any such information as we deem necessary or appropriate from time to time in connection with your dealings and/or relationships with us,

(collectively, "**Personal Data**").

To the extent that you disclose to us any personal information and/or personal data of another individual, you agree that you have obtained such individual's consent for the disclosure of such information and/ or personal data to us and the processing of their personal data by us and that you shall be responsible for providing the third party with this Privacy Notice.

We may, where necessary, require the Personal Data to enable us to serve you effectively. If the required information is not provided, our ability to deliver the intended services/products may be impeded.

Source of Personal Data

We may collect Personal Data directly from you such as when you provide us with your information to us through any purchase forms, our websites or any communications with us.

We may also obtain Personal Data from third parties, including but not limited to, our business partners, marketing service providers and partners, as well as from publicly available or publicly accessible information.

Purposes of Processing

We may process Personal Data for various purposes including, but not limited to:

- (a) providing our products and services to you;
- (b) processing and managing your orders;
- (c) processing any payments and refunds relating to your orders;
- (d) conducting surveys relating to our customers, products and services;
- (e) for research, benchmarking, analytical and statistical purposes;
- (f) marketing and advertising our products and services to you;
- (g) contacting and communicating with you;
- (h) for internal record-keeping purposes;
- (i) for complying with our legal or regulatory requirements under applicable laws; and
- (j) in order to fulfil any purposes directly related to the above purposes,

(collectively, "**Purposes**").

Disclosure to Third Parties

Please note that in order to carry out the Purposes, we may need to provide Personal Data to certain third parties. The Personal Data may be disclosed to or shared with third parties including:

- (a) our subsidiaries, affiliates, and related and/or associated companies;
- (b) our service providers, professional advisors, business partners, consultants and suppliers;
- (c) organisations including their professional advisors and relevant regulatory authorities whether within or outside Malaysia, in connection with the acquisition, disposition and / or intended acquisition or disposition of the Company's assets and/ or of the Company itself whether directly or indirectly; and
- (d) regulators, enforcement authorities and such other legal authorities.

We may also disclose Personal Data where such disclosure is necessary or required under applicable laws and the above disclosure of Personal Data are strictly not for sale.

Some of these third parties may be located outside Malaysia and we may therefore need to transfer the Personal Data to places outside of Malaysia in connection with the Purposes mentioned above with appropriate safeguards in place.

Rights to your Personal Data

You have the right to request access to, correct and update the Personal Data held by us. You may also request for us to limit the processing of the personal data, including personal data relating to other persons who may be identified from that personal data. To exercise these rights or make such requests, please contact us through the contact details below:

Name : Ms. Choo Poh Cheng
Designation : Senior Business Manager
Contact No : 604 - 585 8000
Fax No : 604 - 582 1696
Email : choopc@farbentechnique.com

You may also contact us if you have any inquiries or complaints regarding the processing of the Personal Data by us through the contact details stated above.

Language of this Privacy Notice

This Privacy Notice is made available in both the English language and in Bahasa Malaysia. Both texts are equally authoritative. To the extent that there are any inconsistencies or different interpretation between both texts, the English version shall prevail.

Changes to this Privacy Notice

We reserve the right to amend and update this Privacy Notice from time to time. Such amendments and updates may be notified to you via the appropriate channels. Your continued purchase of our products and/or use of our services following such amendments and after receiving notice of such changes indicates your acceptance and consent to such changes.

Thank you.