



At **VETS FOR PETS ANIMAL CLINIC**, we value your privacy and strive to protect your personal information in compliance with the Personal Data Protection Act 2010 [Act 709] ("PDPA") and its regulations.

This Privacy Notice intends to explain and elaborate on some of our policies and principles regarding the privacy of your personal information. We are sharing this introduction to help you understand our data protection and privacy practices.

PDPA is an Act that regulates the processing of personal data with regards to commercial transactions applicable to **VETS FOR PETS SDN. BHD. & VETS FOR PETS TROIKA SDN. BHD.**

Personal Data We May Collect from You

- Personal information to establish your identity such as your full name, passport or identity card number, nationality and religion
- Contact information such as mailing address, 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, mailing address, expiry date and other bank account details
- Your pet details such as name, microchip number, date of birth, breed, gender and neutering status
- Recording of your image via CCTV cameras installed at our premises
- Recording of your photograph during any of our corporate events, or third party events
- Recording of calls placed by you to our customer services
- We do not generally collect sensitive information unless it is necessary due to exceptional circumstances to serve you better and meet your particular needs

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), 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
- When you contact us in person, by a phone call, by social media or over the counter (for example when you contact us for any appointments, 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 visit any of our premises
- When you attend any of our corporate events or third party open day
- When you visit or browse our websites
- 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 (insurance companies, payment collector, 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 notify you about benefits and changes to the services
- To provide and improve our services to you including fulfilling audit requirements 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 services, competitions, contests, offers, or promotions to you
- 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 codes of practice that applies to us
- For internal management of the services being provided to you
- To maintain records required for security, claims or other legal purposes
- 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 or research or administrative or alumni or communication or for our corporate governance.
- 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 regulators
- 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
- Any credit reporting agencies or in the event of default, any debt collection agencies subject to the permitted law applicable to us.
- Vets for Pets Animal Clinic
- Vets for Pets Sdn. Bhd, Vets for Pets Troika Sdn. Bhd. and its related companies

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 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.

Thank you.