

PRIVACY NOTICE - EASY READ

In Axiata, we take privacy seriously and all our activities are underpinned by our T.R.U.S.T. principles of being Transparent, respecting your Rights, in our Use of your personal data, through robust Cyber Security practices and we take due care when Transfer of data is required.

This privacy notice explains what, when and why personal data is collected and further processed, as well as who we share it with. This notice also lets you know what your rights are as a data subject.

If you are under the age of 18, you are required to obtain the consent of your parent/ guardian/ the individual with parental responsibility before providing your personal data.

WHO ARE YOU?

Business Customer



WHAT DO WE COLLECT?

- Contact information
- Banking information

WHEN DO WE COLLECT?

- When you use our network, products and/or services
- When you contact us or register for information
- When you communicate with us
- When you interact with any of our digital applications, website and social media pages
- When you participate in our promotional events
- From external agencies
- From our internal database

WHY DO WE COLLECT?

- To provide you products/services
- To notify you about benefits and changes to features of products/services
- To provide you latest offers
- To send you service messages about your subscription
- To use your data for participation in customer surveys
- To comply with laws and/or contractual and/or regulatory obligations
- To protect or exercise our legal, contractual and/or regulatory rights
- To send you information about products/services offered by third parties

WHO DO WE SHARE IT WITH?

- Any subsidiary, affiliate or associated company of Axiata
- Other carriers/operators when routing international calls
- Business partners for marketing activities
- Dealers/agents of any subsidiary, affiliate or associated company of Axiata
- Third parties for the purposes set out previously under “Why do we collect?”

Business Partner/ Supplier



- Contact information
- Identification information
- Business information
- Recordings captured through communication platforms
- Details in business registration document
- Financial details

- When you use our network, products and/or services
- When you communicate with us
- When you interact with any of our digital applications, website and social media pages
- From external agencies
- From our internal database

- For business execution
- For organisation and management of the business
- For health, safety and security
- To comply with laws and/or contractual and/or regulatory obligations
- To protect or exercise our legal, contractual and/or regulatory rights
- To protect our assets and interests

- Any subsidiary, affiliate or associated company of Axiata
- Third-party agents
- Any party appointed by you or on your behalf
- Any public authority, governmental, regulatory and/or fiscal agency
- Third parties for the purposes set out previously under “Why do we collect?”

Visitor



- Contact information
- Identification information
- Business information
- Reason for visit
- Date and time of visit
- Biometrics and facial recognition
- Security notes
- Photographs

- When you use our network, systems and/or services
- When you complete our visitor logbook or visitor entry form
- When you provide us with your identification documents
- When you provide your host with information
- From our surveillance camera (CCTV) system

- For health, safety and security
- To provide you access to our network, systems and/or services
- To comply with laws and/or contractual and/or regulatory obligations
- To protect or exercise our legal, contractual and/or regulatory rights

- Any persons by whom we are required by law, contractual, governmental or regulatory requirement
- Authorised personnel, third-party agents or service providers
- Any provider of security and emergency services
- Third parties for the purposes set out previously under “Why do we collect?”

Beneficiary (of Axiata Foundation)



- Contact information
- Identification information
- Demographic information
- Financial information
- Education information
- Employment information
- Photographs
- Health information

- When you submit your online application
- When you contact us or register for information relating our events
- When you communicate with us
- When you interact with any of our digital applications, website and social media pages
- From external agencies
- From the surveillance camera (CCTV) system or any other recording system
- From our internal database
- From any event photo/video shoots

- For online application selection and recruitment process
- To understand your demographics
- For programme logistics planning and implementation
- For security clearance at 3rd party premises
- For internship placement
- For registration for extended programmes
- To comply with laws and/or contractual and/or regulatory obligations
- To protect or exercise our legal, contractual and/or regulatory rights

- Logistics partners
- Business partners for business simulations and challenges
- Transportation agencies
- Insurance agencies
- Digital platform service providers
- Creative and social media vendors
- Any subsidiary, affiliate or associated company of Axiata
- Third parties for measuring the effectiveness of our programmes
- Third parties for the purposes set out previously under “Why do we collect?”

Additional information we may collect during times of crisis such as war, terrorism, riots, natural disaster or health crisis/ disease outbreak:

- health and physical condition
- health condition of individuals in your household
- result of your health test(s), if any
- whether you are or were in self-isolation
- body temperature

Transfer of Personal Data:

- We may transfer your personal data across geographical borders to other entities
- The transfer is carried out under organizational, contractual and legal measures with adequate levels of protection implemented, and in compliance with any additional local legal requirements to safeguard your data

How do we store and protect your personal data?

- Your personal data may be stored in electronic and/or physical form
- Information may be stored in our and third-party premises within IT systems, document warehouses, etc.
- We have implemented various physical, technical and administrative security measures to protect your personal data

How long do we retain your personal data?

- We retain only for as long as such information is necessary for the purposes it was collected for
- Information may be held for a longer period when there is a legal/regulatory reason
- Information may be held for a shorter period where the individual objects to processing of their personal data

What are your rights?

- To know what personal data we have about you
- To request a copy of your personal data
- To correct your personal data to ensure it is accurate, complete, not misleading and up to date
- To withdraw your consent from our processing of your personal data
- To restrict how we use your personal data where it is likely to cause damage or distress
- To prevent processing of your personal data for purposes of direct marketing

Consequences of not providing personal data

- Prevents your entry to our premises or participation in our events
- Unable to process your application and/or provide you with our services
- Unable to respond to your requests on our products/services
- Limited or no access to certain features on our website/weblinks
- Unable to update you on latest updates regarding any promotions, our services/products or launches
- Unable to receive invitation to promotional activities organized by us
- Negatively affect our ability to communicate with you

In the event of any conflict between the Easy Read Version and the Full Privacy Notice, the Full Privacy Notice version shall prevail.

If you have any questions or any enquiries about this notice, or would like to exercise your rights, contact:
Data Privacy Officer 03-2263 8888/ 8930 dataprivacy@axiata.com

“This is only a simplified version. Please read the full version of the Privacy Notice [HERE](#) to learn more