

Privacy Notice for Employment Candidates and Employees

Axiata Group Berhad, Axiata Management Services Sdn Bhd, Axiata Business Services Sdn Bhd, Axiata SPV5 (Labuan) Limited and Axiata Foundation (together and/or individually referred to as “Axiata”, “us” or “we” or “our”) are committed to protecting personal data of our employment candidates and/or employees (collectively, “data subject”) that has been provided to us. 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 (“Privacy Notice”) explains what and how personal data is collected and further processed (as defined in the Personal Data Protection Act 2010 and/or other applicable law) by us, for what purposes it is collected and further processed by us, sources (if any) of personal data, to whom personal data is disclosed and how to access and update your personal data, and where to go for further information in respect of the personal data. In this Privacy Notice, all references to ‘personal data’ shall include ‘sensitive personal data’.

If you provide us with personal data of other individuals, you hereby represent that you have obtained consent from that individual prior to providing their personal data to us. References to ‘your personal data’ in this Privacy Notice would include such individual’s personal data that you provide to us.

In the event of any conflict between the English and Bahasa Melayu versions of this Privacy Notice, the English version shall prevail.

What personal data do we collect?

The type of personal data we collect or obtain may vary according to our relationship with a data subject and may include the following:

- contact information (such as name, address, telephone number, e-mail address, and other contact information)
- identification information (such as national identification number, passport identification number, Employee Provident Fund (EPF) identification number, Social Security Organization (SOCSSO) identification number, national insurance number, tax registration number, social security number, driver’s license, date of birth, etc.)
- academic and professional information (such as education, professional qualification and licenses)
- employment history (such as previous job title, previous job location(s), employment period, salary information)
- biometrics and facial recognition
- gender
- race
- nationality
- emergency contact information (such as name, address, telephone number, e-mail address, and other contact information)
- marital status
- beneficiary/next-of-kin
- banking information (such as direct deposit account)
- IT information (such as home/personal IP address, log files, software/hardware inventories)
- photograph
- any footage captured or recorded by our surveillance camera (CCTV) system
- trade union membership

Additional sensitive personal data that we may collect:

- additional employment history (such as performance and disciplinary record, medical, hospitalisation and annual leave record, salary details)
- result of your health test(s), if any
- philosophical and political views or affiliations

- religious beliefs
- sexual orientation
- criminal record

Additional sensitive personal data that we collect

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

- 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 when you are or were unwell
- body temperature
- political views or affiliations

It is obligatory for you to supply such sensitive personal data if you enter any of our premises or attend any of our events during such times of crisis.

When do we collect your personal data?

We may collect or obtain your personal data:

- when you make an application to us
- when you communicate with us (such as via telephone calls, text messages or other digital channels, e-mails, questionnaires or surveys)
- from external agencies (such as credit reference agencies, screening or investigation agencies)
- from your referee
- from your previous employer(s)
- from anyone with whom you may have or had a business relationship with
- from your or our recruiter, recruitment agency or recruitment website/platform
- from your health and physical advisor (such as doctor and dentist)
- from our internal database pursuant to your relationship with any subsidiary, affiliate or associated company of Axiata
- from our surveillance camera (CCTV) system
- when you use or interact via any of our digital applications, visit any of our websites or social media pages (details on this is set out in our [Cookie Notice](#))

How do we use your personal data?

Your personal data may be used or processed for the purpose of:

- identifying and evaluating candidates for potential employment, as well as for future roles that may become available
- record keeping in relation to recruiting and hiring
- conducting background checks, as permitted by applicable laws
- compliance with laws and/or contractual and/or regulatory obligations
- protecting or exercising our legal, contractual and/or regulatory rights and remedies
- protecting our assets and interests
- contacting you or your emergency contact in emergency situations where the health or safety of one or more individuals may be endangered
- other legitimate purposes

Who do we disclose your personal data to?

We may disclose your personal data:

- to any subsidiary, affiliate or associated company of Axiata
- to background verification providers
- to any regulatory or governmental authority or authorized bodies having jurisdiction over us or any subsidiary, affiliate or associated company of Axiata
- to third-party payroll processors
- to any other third-party organizations providing administration or other services to us
- to any third-party organizations involved in any corporate exercises undertaken by us or any subsidiary, affiliate or associated company of Axiata
- to third parties for the purposes set out under “How do we use your personal data?”

We use reasonable efforts in accordance with industry best practices to ensure that the above-mentioned maintain the confidentiality of your personal data and are restricted from using your personal data for any unauthorised purpose.

Transfers of Personal Data

We may transfer your personal data across geographical borders to other entities. Where your personal data has been transferred to any subsidiary, affiliate or associated company of Axiata and/or to third parties located outside of Malaysia, the transfer of your personal data is carried out under organizational, contractual and legal measures and with adequate levels of protection implemented as well as in compliance with any additional local legal requirements for the parties receiving this information in order to safeguard your personal data.

How do we store and protect your personal data?

We may collect and store your personal data in electronic or physical form, depending on the requirement. Information may be stored at our and third-party premises within IT Systems (e.g. external cloud storages, internal or third-party management systems, e-mails, databases, hard drives), document warehouses etc.

We endeavour, where practicable, to process your personal data in a safe environment by preventing any unauthorized or unlawful processing of personal data or accidental loss or destruction of, or damage to, such information. We have implemented various physical, technical and administrative security measures to protect your personal data and our network from unauthorized access. Some of these measures include:

- encryption of data in transit or at rest
- strict adherence to privacy and security practices
- periodic security assessment and reviews to upgrade our practices
- restriction of access to such data to personnel who have a need to know such data

How long do we retain your personal data?

We will retain your personal data only for as long as such information is necessary for the purposes it was collected for. The retention period for personal data may also be affected by the requirements of applicable laws. In all cases information may be held for a longer period of time where there is a legal or regulatory reason to do so (in which case it will be deleted once no longer required for the legal or regulatory purpose) or subject to law, a shorter period where the data subject objects to the processing of their personal data.

What are your rights?

We respect your rights and privacy by taking steps to ensure that your personal data is accurate, complete, not misleading and up to date. In compliance with the Personal Data Protection Act 2010, we assure you that:

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

For exercising your rights, you can reach out to us through the details under '**Who can I contact for more information**' section given below.

Voluntary and obligatory supply of personal data

Unless otherwise specified in this Privacy Notice, your supply of personal data is voluntary. If you fail to supply personal data, this may result in the consequences described in the following section.

Consequences of not providing personal data

We may require collection of certain personal data about you and failure to provide such information may:

- result in us preventing your entry to our premises
- result in us being unable to process your application
- result in us being unable to accord you with certain rights available to employees
- limit or prevent access to certain features on our website/weblinks
- negatively affect our ability to communicate with you
- negatively impact your chances of being selected for any potential employment or internship
- negatively impact your continued employment with us

By submitting personal data to us, you acknowledge that:

- i. You have read and understood this Privacy Notice and agree and consent to the use, processing and transfer of personal data as set out herein; and
- ii. All information and representation provided are true and correct to the best of your knowledge, and you have not knowingly omitted any relevant information which may have an adverse effect.

Who can I contact for more information?

If you have any questions or complaints about this notice, our privacy and information handling practices, or would like to exercise your rights as data subjects, kindly reach out to:

Human Resource Officer



03 – 2263 8888/8930



hrss@axiata.com

Updates to the Privacy Notice

We reserve the right to amend, modify, vary or update this Privacy Notice and our Cookie Notice, at our sole discretion from time to time, as and when the need arises. The most recently published Privacy Notice and Cookie Notice shall prevail over any of its previous versions. We have no obligation to inform you of any variations and you are encouraged to check this Privacy Notice and Cookie Notice from time to time to stay informed of any changes. You agree to adhere to the terms of the Privacy Notice and Cookie Notice including any variations.

This Privacy Notice was last updated on 15 August 2022.