

## **Privacy Policy**

This Privacy Policy outlines the types of personal information we collect, how we use, protect, and disclose that information, and the rights you have concerning your personal data. The policy applies to all services provided by Wild Geese Group Sdn Bhd, across all platforms including our website, mobile applications, and any other interactions you may have with us. By using our services or accessing our platforms, you agree to the terms outlined in this Privacy Policy. If you do not agree with these terms, we kindly request that you refrain from using our services.

## **What Personal Information We Collect and Use**

By using our Services, you agree to the terms of this Privacy Policy. We respect your privacy and are committed to protecting your personal data. This section outlines what personal information we collect, how we use it, and who we share it with.

## **Categories of Personal Data**

### **Name and Contact Data**

Sources: User interactions and partnerships with co-branded services

Purposes of Processing: Service provision, customer queries, support, security, troubleshooting, and marketing

Recipients: Service providers and entities directed by the user

### **Credentials**

Sources: User interactions and organizational affiliations

Purposes of Processing: Service provision, authentication, account access, support, security, and troubleshooting

Recipients: Service providers and entities directed by the user

### **Demographic Data**

Sources: User interactions and data brokers

Purposes of Processing: Service personalization, product development, support, security, troubleshooting, and marketing

Recipients: Service providers and entities directed by the user

### **Payment Data**

Sources: User interactions and financial institutions

Purposes of Processing: Commerce transactions, order fulfillment, support, security, troubleshooting, and fraud detection

Recipients: Service providers and entities directed by the user

### **Interactions**

Sources: User interactions and data we generate from these interactions

Purposes of Processing: Service provision and personalization, product improvement, development, marketing, support, security, and troubleshooting

Recipients: Service providers and entities directed by the user

### **Content**

Sources: User interactions and organizations representing users

Purposes of Processing: Service provision, safety measures, support, security, and troubleshooting

Recipients: Service providers and entities directed by the user

#### **Video or Recordings**

Sources: User interactions and publicly available sources

Purposes of Processing: Service provision, product improvement, development, marketing, support, security, troubleshooting, and safety

Recipients: Service providers and entities directed by the user

#### **Feedback and Ratings**

Sources: User interactions

Purposes of Processing: Service provision, product improvement, development, customer support, security, and troubleshooting

Recipients: Service providers and entities directed by the user

#### **Account log-in, financial account, debit or credit card number, and the means to access the account (security or access code, password, credentials, etc.)**

Sources of sensitive data: Interactions with users and organizations that represent users

Purposes of Processing (Collection and Disclosure to Third Parties): Provide the product and fulfill requested financial transactions

Recipients: Service providers and payment processing providers

#### **Precise geo-location information**

Sources of sensitive data: Users' interactions with the products

Purposes of Processing (Collection and Disclosure to Third Parties): Provide the service requested; product improvement; some attributes may be disclosed to third parties to provide the service

Recipients: Users and service providers (please see the Windows Location Services and Recording section of our privacy statement for more information)

#### **Racial or ethnic origin, religious or philosophical beliefs, or union membership**

Sources of sensitive data: Communications with users

Purposes of Processing (Collection and Disclosure to Third Parties): Conduct research studies to better understand how our products are used and perceived and for the purposes of improving the product experiences

Recipients: Service providers

#### **Medical or mental health**

Sources of sensitive data: Communications with users

Purposes of Processing (Collection and Disclosure to Third Parties): Conduct assessment on fit for training.

Recipients: Service providers

#### **Contents of your mail, email, or text messages (where Wild Geese Group is not the intended recipient of the communication)**

Sources of sensitive data: Users' interactions with the products

Purposes of Processing (Collection and Disclosure to Third Parties): Provide our products; improve the product experience; safety; and help, secure, and troubleshoot

Recipients: Service providers

## **We Do Not Sell Your Personal Information**

You possess the right to be informed if your personal information is being sold. Under Malaysian privacy legislation, a "sale" of your personal information is defined as the transfer of your data to a third party in exchange for monetary gain or other valuable benefits, outside the bounds of what is considered a "business purpose." It's important to clarify that such a "sale" does not encompass the sharing of your personal information when initiated by you or when the law otherwise permits such sharing. Wild Geese Group Sdn Bhd does not sell your personal data.

### **Control**

You hold the right to execute the following actions via written request:

**Inquire About Data Retention:** Gain knowledge about the specific pieces of your personal information that Wild Geese Group Sdn Bhd has collected and stored over the past 12 months.

**Rectify Inaccurate Information:** Request corrections to any inaccurate personal information that Wild Geese Group Sdn Bhd may have retained about you.

**Obtain a Copy of Your Data:** Secure a written copy of the personal information about you that is in Wild Geese Group Sdn Bhd's possession.

**Erase Your Personal Information:** Ask for the deletion of your personal information stored by Wild Geese Group Sdn Bhd.

To exercise any of these rights, you must submit a written request to us. Upon receipt of a valid request, we will carry out the action in compliance with applicable laws and regulations.

## **Your Rights to Limit Data Use and Disclosure with Wild Geese Group Sdn Bhd**

In accordance with applicable data privacy laws, you possess the right to restrict the utilization or sharing of your sensitive information for the following categories of activities:

**Fulfill Service Expectations:** Limit data use to the execution of services or provision of goods that you reasonably anticipate.

**Security and Integrity:** Constrain data usage to activities that legitimately and proportionally secure and maintain the integrity of our services, systems, and data. This also includes action against deceptive, fraudulent, or illegal activities and protection of individuals' physical well-being.

**Transient Use:** Allow short-term, transient usage of data (such as for non-personalized advertising), provided that the information is not shared with a third party, not utilized for profiling, and doesn't alter your experience beyond the current interaction with Wild Geese Group Sdn Bhd.

**Third-Party Services:** Limit the data usage to perform services on behalf of Wild Geese Group Sdn Bhd, such as account maintenance, customer service, transaction processing, customer verification, payment processing, providing analytics, data storage, and other similar activities.

**Quality and Enhancement:** Restrict data use to activities designed to verify or improve the quality, safety, or functionality of services or devices owned or controlled by Wild Geese Group Sdn Bhd.

**Non-Character Inference:** Limit the collection or processing of sensitive data when it is not used for inferring personal characteristics about you.